

## Head of Operations

- £48,000 plus benefits including a pension contribution
- Working from home, but with some travel to meetings and events which may occasionally involve overnight stays
- Full Time; Initial contract of 2 years after probationary period of six months
- Applications should be received by the 18<sup>th</sup> August 2024

### Job Description

This is a new and exciting role to support the ongoing growth and development of the Men's Sheds movement and specifically the work of the UK Men's Sheds Association (UKMSA) made possible through long term support from a funder.

Having celebrated ten years of UKMSA in 2023, we are now looking forward to the next ten years with an ambitious target and programme to support and facilitate the growth of the Men's Shed movement and the health and vitality of Sheds, together with campaigning for happier and healthier men with programmes to improve wellbeing, reduce loneliness, anxiety, depression and ultimately save lives.

We are a small team, and the Head of Operations will be required to deliver against their own agreed targets, as well as supervise the work of others. The Head of Operations will be a member of the organisation's Senior Leadership Team (SLT) and have day to day line management responsibility for five staff or contractors including the Finance Manager, two Membership Services staff, the Digital Communications Manager and the Communications and Campaigns Officer.

Responsibilities include:

### Operations:

- Work with the CEO and the leadership team to develop and implement strategies and ways of working to achieve our objectives.
- Plan, lead and manage the operational functions of UKMSA, ensuring alignment with our mission and delivery against our strategy.
- Lead and develop engagement with research partners and with other external partners to improve the offer of UKMSA in areas of wellbeing and supporting Men's Sheds.
- Support the Development and Fundraising teams, contributing to their work as required.
- Working with the CEO to ensure the effective running of UKMSA and, where appropriate, deputise for them.

### Human Resources and People

- Manage staff and contractors delivering to support the work of UKMSA. Direct lines of management include the areas of Finance (contractor) Membership Development Services, Digital Communications and Communications
- Oversee the Human Resources function, including recruitment, retention, performance evaluation, employee learning, development and a people strategy, and managing the link to our external HR support.
- Actively foster a culture of diversity, equity, inclusion, and collaboration, nurturing a positive and supportive working environment for both staff and volunteers.

### Compliance and Risk Management

- Ensure UKMSA operates in full compliance with all relevant legal, regulatory, and ethical standards, including ensuring all policies are current and regularly reviewed, including annual review by trustees, e.g. GDPR, Charities Commission.
- Lead on the management and implementation of UKMSA safeguarding.
- Support the management of the risk register with the Chair of the Audit & Risk Committee, the Chair of Trustees, and the wider Board to ensure it is current.
- Maintain strong governance and adherence to best practices in charity management

### Governance and Reporting

- Produce an annual operational plan and monitor weekly, monthly, and quarterly progress against the strategy
- Develop and produce monthly/quarterly management reports for the CEO as required
- Produce quarterly operational reports for Trustee meetings.
- Lead on the production of internal and external reports for the CEO and Trustees.
- Deliver and manage contractual reporting with partners and funders
- Support the production of the Annual Report and Accounts and organisation of the Annual General Meeting
- Support the administration for meetings of the Trustees of the charity
- Manage and administer the customer support and complaints processes with the public and Men's Sheds.

### Communication

- Oversee the development (in conjunction with other members of the SLT) and delivery of internal and external communication strategies
- Ensure the regular production of the UKMSA newsletter and resource development including website content and social media channels to support the work of the charity.

### Finance

- Ensure the smooth running of the finance function of UKMSA including the day-to-day work programme of the Finance Manager
- Assist in the production of reports including the Annual Report and reports for funders
- Ensure monthly management accounts are produced in a timely manner
- Ensure annual accounts are produced in a timely manner.

### IT and Office

- Coordinate IT support services, including the charity's IT and digital platforms and channels.
- Responsible for ensuring maintenance of licenses, agreements and contracts pertaining to the delivery of a robust IT strategy for UKMSA.
- Review and evaluate UKMSA working practices regarding IT to ensure security and effective operations.
- Deliver for the CEO and Trustees an IT strategy to support the future ambitions of the charity.

**Essential Skills and Experience:**

- Senior-level experience, ideally within the charity sector, with a proven track record of driving operational excellence.
- Committed to developing high-performing teams, promoting a culture of collaboration and continuous improvement.
- Experience in translating strategic vision into measurable outcomes and driving results.
- Strong commitment to employee development and growth opportunities.
- Demonstrable understanding of the charity sector if not experience.
- Extensive and recent knowledge of the Microsoft suite.

**Desirable Skills and Experience:**

- Experience of managing Human Resources and IT functions would be an advantage.

**Personal Characteristics**

- Highly organised and detail-oriented, with the ability to manage multiple priorities and deadlines.
- Excellent interpersonal and relationship-building skills, with a collaborative and inclusive leadership style. Ability to engage effectively with senior stakeholders and Board members.
- Proactive and solutions-oriented, with a demonstrated ability to identify and resolve problems.
- Adaptable and flexible, with the ability to thrive in a dynamic and changing environment.
- Strong business acumen and strategic thinking, with the ability to align operational decisions with strategic goals.
- Committed to continuous learning and professional development, with a growth mindset.
- Ethical, with a high level of integrity and a strong commitment to UK Men's Sheds Association's values, vision and mission.

**What we offer in return:**

- Competitive salary
- Flexible working
- 25 days annual leave + bank holidays
- Excellent pension scheme
- UKMSA is committed to Equal Opportunities, our policy affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sex, sexuality, age, marital status, ethnic origin or disability. All staff are required to observe this policy in their behaviour to other employees and individuals they work with.

### About UK Men's Sheds Association

The UK Men's Sheds Association exists to support the growth, development of Men's Sheds across the United Kingdom and champions men's health and the Men's Sheds movement.

Men's Sheds take all shapes and sizes. Every Shed is autonomous in their governance from the UK Men's Sheds Association although they all have a strong feeling of connection to the Men's Shed movement and to each other.

Through our programmes we facilitate the growth of new Sheds and support existing Sheds with resources, promotion and facilitating networks to discounts with major suppliers, connecting the health and third sector to Sheds and campaigns such as the Charter for Wellbeing in Craft and DIY.

Men's Sheds have an incredible impact on people's lives and their communities, whether it is through having a place for people to have a cup of tea or making eighteen xylophones for a local school. Men's Sheds are growing rapidly in both their number and presence in their communities. The Shed provides a safe place for people to come, make, mend or have a cup of tea.

Shedders make everything from spoons and bird boxes to bowls and coracles and at the same time they are making connections, creating and conversing.

Men's Sheds have been described as 'therapy that dare not speak its name', a place that 'adds years to life and life to years' and more playfully as 'softplay for men'. Best put by a Bill who was a bereaved Shedder and introduced to Men's Sheds by his daughter, 'I come to the Shed and can forget about being lonely, I've found another reason to exist'.

### Men's Sheds in the UK

The number of Men's Sheds is growing at a staggering rate with over 1,100 Men's Sheds in the UK. Our ability to respond to the increased demand is being stretched and with growth also comes new opportunities and programmes.

Whilst many Sheds include women, our primary purpose is to support the health and wellbeing of Men, a group often disadvantaged because of challenges which see a disproportional number of suicides in men, mortality rates and those accessing the health care system.

This is a new post for UKMSA and one the Chief Executive Officer, Staff and Trustees are keen to support and see develop.

UKMSA currently have a small number of generous benefactors in the Charitable Trusts we have worked with but seek to expand this portfolio whilst providing much stronger insight and business case.

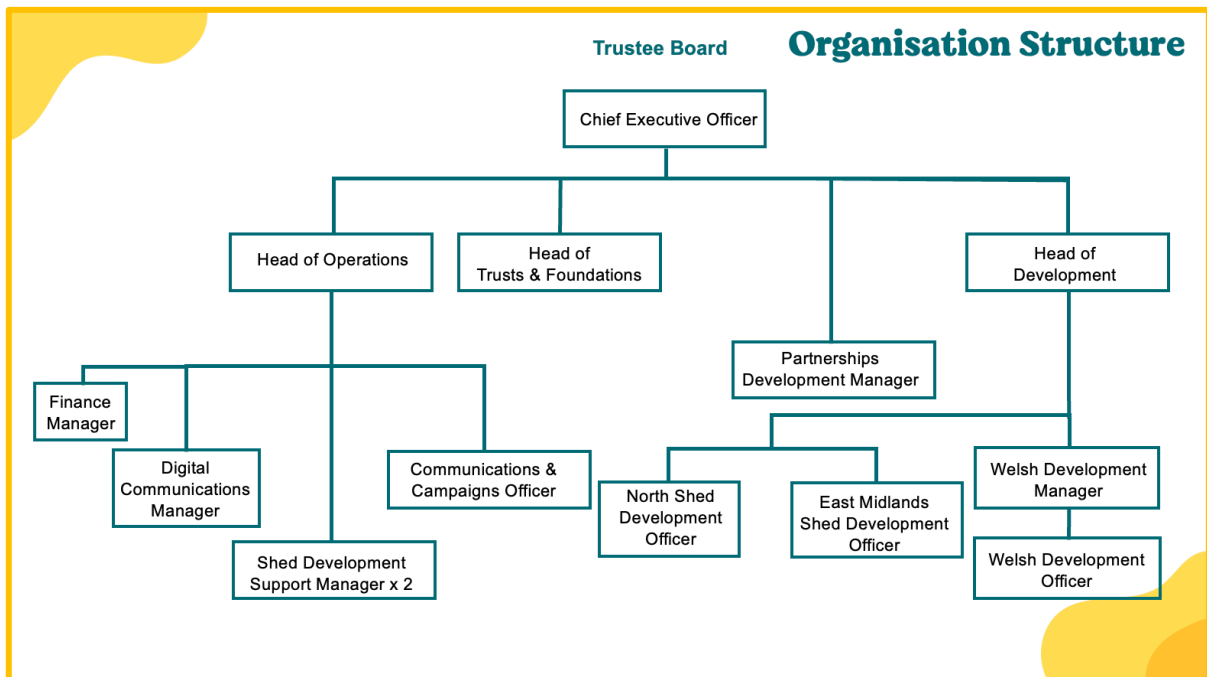


## Structure

The Trustees of UKMSA delegate operational responsibility to the Chief Executive Officer, Charlie Bethel who has been with UKMSA for over six years.

The staffing of UKMSA consists of a mixture of full time and part time roles, and one part-time contractor. This structure is underpinned with a network of Volunteer Ambassadors and Advocates who support networks and individual Sheds. As a CIO, governance of the charity falls to a board of volunteer trustees, some of whom are Shed leaders and Ambassadors, while others offer different experience.

Each Shed will have a Shed Leader, Management Committee/Trustees and then a collection of volunteers assisting in the delivery of the Shed. Many Sheds are registered with the Charities Commission.



## To apply

**Deadline for application is Sunday 18<sup>th</sup> August 2024 (anytime)**

We welcome all candidates to apply, regardless of age, sex/gender, disability, race, religion, sexual orientation, marital status or pregnancy/maternity. If you have any disability or long-term health condition and would like assistance with completing an application then please contact [admin@ukmsa.org.uk](mailto:admin@ukmsa.org.uk)

To apply please submit your CV with a covering letter detailing your suitability for the role to [admin@ukmsa.org.uk](mailto:admin@ukmsa.org.uk).

We look forward to hearing from you and have a lovely day.

Charlie Bethel  
Chief Executive Officer