

Head of Operations

Reports to: CEO

Salary: £47,000 - £53,000

Hours: 37.5 hours per week (FTE)

Contract: Permanent

Our Purpose

At MYTIME Young Carers, we're on a mission to level the playing field for young carers. These incredible young people take on significant responsibilities - often unsupported - and we believe they deserve the same opportunities, friendships, and support as every other child. Our work celebrates their resilience and ensures they are seen, heard, and supported.

MYTIME is a rapidly growing organisation with bold ambitions to create systemic change for young carers across the UK. We're a close-knit, values-driven team, and cultural fit matters deeply to us. As a positive and disruptive force challenging the status quo, we're looking for people who share our passion, professionalism, and drive to make a national impact

Job Overview

This is a pivotal moment for MYTIME. We are growing fast, our ambitions are national, and we need a Head of Operations who is genuinely ready to grow with us - not just manage what we have today but help build what we need for tomorrow.

As a true second-in-command to the CEO, you will be the operational backbone of the organisation: the person who ensures our governance is airtight, our systems are fit for purpose, our commissioner relationships are strong, and our data tells the story of our impact. You will think and act strategically, while remaining close enough to the day-to-day to spot what needs fixing before it becomes a problem.

This is a rare opportunity to shape the future of a purpose-driven organisation at a critical stage of its growth. If you are the kind of person who thrives on complexity, takes initiative, challenges thinking, and brings rigour without bureaucracy, we want to hear from you.

Role Overview

The Head of Operations works directly alongside the CEO and Senior Leadership Team, providing strategic leadership and operational oversight across governance, compliance, digital infrastructure, and contract management. You will ensure MYTIME runs effectively and efficiently so that our people and programmes can thrive.

You will represent the CEO externally when required and ensure the smooth running of the organisation in the CEO's absence, making decisions in consultation with the Chair of Trustees as needed. This is a hands-on, wide-ranging role that demands strategic thinking, operational discipline, and the confidence to lead in a growing, mission-led environment.

The Head of Operations sits within MYTIME's senior leadership team alongside the Chief Executive, Head of Finance, Head of Programmes, Head of Fundraising, Head of Marketing and Head of People and Culture. This is a genuinely collaborative senior team, and the Head of Operations is expected to contribute to collective leadership of the organisation, not just their own portfolio. Whilst this is currently an individual contributor role with no direct line management responsibility, as MYTIME continues to grow, it is expected that the scope of this role will evolve accordingly.

Key Responsibilities

Strategic Operations

- Partner with the CEO as a genuine strategic second-in-command, contributing to organisational planning, decision-making, and long-term development.
- Develop and deliver operational strategies that support MYTIME's growth and enable programme delivery at scale.
- Embed effective planning, performance, and reporting systems across the organisation.
- Ensure all operational activity aligns with MYTIME's mission, values, and strategic objectives.
- Support the CEO in monitoring and evaluating service delivery using both quantitative and qualitative methods.
- Represent the CEO at external meetings and events as required.
- Work with the CEO and Senior Leadership team to ensure organisation continuity and further develop our caring, supportive and high performing culture.
- Support and contribute to MYTIME's external profile, representing the organisation confidently with stakeholders, partners, and commissioners.
- Work alongside the CEO and Senior Leadership Team to ensure strong and consistent internal communications across the organisation.
- Support the CEO with operational compliance sections of grant applications and funder reports, ensuring accurate and timely information is provided to funders and commissioners.

Governance, Compliance and Risk

- Ensure compliance with Charity Commission requirements and all relevant legislation including GDPR, health and safety, and employment law.
- Act as the organisation's Data Protection Officer, maintaining full compliance with data protection obligations.
- Own, maintain, and review all organisational policies and procedures on an annual cycle.
- Manage all organisational insurances, ensuring cover is always appropriate and up to date.
- Maintain the risk register and lead on policy development and review.
- Support the CEO and Trustees with governance, preparing board papers, reports, and updates as required.
- Build and maintain an effective working relationship with relevant trustees, acting as a key point of contact for governance and compliance matters between board meetings.
- Review and sign off risk assessments across the organisation.

Commissioned Services and Contract Management

- Lead on the management of the commissioned contract with Dorset Council, including reporting, compliance, relationship management, and delivery oversight.
- Maintain strong partnership with Help and Care within the Dorset Carers Service co-contract.
- Manage supplier and partner contracts, ensuring cost-effectiveness and value for money.

Digital Infrastructure and Technology

- Own and develop MYTIME's digital infrastructure, with expertise in Microsoft 365 and SharePoint.
- Lead on the strategy and management of all technology systems, ensuring they are fit for purpose and effectively used across the organisation.
- Oversee the administration and development of the Beacon CRM, including data architecture, user management, and reporting.
- Build and maintain reporting and dashboard infrastructure to support operational and impact reporting.
- Lead on digital transformation initiatives, embedding technology to drive organisational efficiency and effectiveness.
- Manage relationships with external IT and technology providers

- Support staff, trustees, and volunteers to use IT systems effectively.

Data and Impact

- Oversee organisational data management, ensuring quality, integrity, and GDPR compliance.
- Work alongside the Social Impact Officer to ensure robust impact measurement, evaluation frameworks, and reporting are in place.
- Support the development and use of evaluation tools and surveys to evidence MYTIME's impact.

Facilities and Premises

- Manage office premises and facilities, ensuring effective and safe working environments.
- Conduct annual risk assessments for all premises and oversee health and safety compliance.
- Support hybrid and remote working through appropriate systems and equipment.

Continuous Improvement

- Identify opportunities to streamline processes and enhance efficiency across the organisation.
- Promote a culture of innovation, learning, and continuous improvement.

Person Specification

Essential Experience and Skills

- Demonstrable experience in a senior operational role, ideally within a small or medium-sized organisation.
- A track record of thinking and acting strategically - able to see the bigger picture while remaining close to delivery.
- Strong understanding of charity governance, compliance, and regulatory requirements (Charity Commission, GDPR).
- Experience managing commissioned or contracted services, including local authority contracts.
- Proven ability to lead digital infrastructure development, including Microsoft 365 and SharePoint (essential).
- Experience developing and implementing operational policies, procedures and risk management frameworks.

- Strong data literacy - able to design and use reporting tools to support decision-making and impact.
- Excellent IT skills, including advanced use of Microsoft Office and cloud-based platforms.
- Proven ability to make sound, confident decisions at pace - someone who knows when to say yes quickly and when to push back and has the judgement to tell the difference.
- Strong resource management skills, with a track record of securing value for money without compromising on quality - able to identify the right solution for the job and procure it efficiently and cost-effectively.

Desirable Experience

- Experience within the voluntary or charity sector.
- Familiarity with Beacon CRM or similar platforms.
- Experience with Power BI or equivalent data visualisation tools.
- Experience managing local authority or commissioner relationships.

Personal Qualities

We are looking for someone who brings the following:

- A natural strategic partner - someone who challenges thinking, contributes ideas, and brings their own perspective to decisions alongside the CEO.
- A self-starter who takes initiative and gets things done without needing direction.
- Highly organised, with the ability to bring structure, rigour, and clarity to a fast-moving organisation.
- A strong relationship-builder - able to work collaboratively inside the organisation and represent MYTIME with confidence externally.
- Values-driven - committed to MYTIME's mission and able to embed our values into every aspect of operations.
- Adaptable and resilient - comfortable with ambiguity and energised by the challenges of a growing organisation.

Practical Requirements

- A full driving licence and access to a vehicle are essential due to the nature of the role and travel requirements across Dorset and further afield.

- This post is subject to an Enhanced DBS check.
- MYTIME Young Carers is committed to safeguarding and promoting the welfare of children and young people.

Working at MYTIME

We offer a flexible, supportive, and genuinely values-led working environment. Benefits include:

- Flexible, hybrid working – time in office is required, therefore the candidate needs to be comfortable travelling to Broadstone multiple days a week.
- Remote working set-up support and autonomy to manage your workload
- Employee Assistance Programme (EAP)
- 3% Employer pension contribution
- Travel expenses reimbursed in line with policy
- Quarterly team events and opportunities for collaboration
- Access to fully equipped Head Office facilities

Equal Opportunities

MYTIME is an equal opportunities employer. We are committed to creating an inclusive and diverse working environment where everyone is treated with dignity and respect. We welcome applications from all sections of the community and do not discriminate on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation, in line with the Equality Act 2010.