

Head of Operations (Digital)



Job Description

Job Title	Head of Operations (Digital)
Reports to	Chief Executive
Hours	Employment basis 1.0 - 5 days per week
Salary	£35,000
Annual Leave	35 days plus BHs
Direct reports	English Tutors, Session Leads, Volunteers

Role Purpose:

1. To take overall responsibility to lead, manage and develop the online and digital activities and services provided by ICRM including the Centre's Digital Inclusion programme for clients
2. Manage and coordinate top level cross-Centre Session Lead and Volunteer communications, training and scheduling.
3. Design and implement volunteer structure and policy with the Head of Operations (In-Person) (HoO(IP))
4. To administer and develop Lamplight information management system with the HoO(IP) and Chief Executive (CEO)
5. Lead on partner relationships (with the HoO(IP)) in line with Activities and Services delivery
6. To oversee, carry out and if required delegate administrative tasks to underpin the online/digital programme.
7. Line manage English/ESOL teachers, Session Leads and Volunteers.

Main Responsibilities:

To coordinate and develop the online activities and services provided by ICRM

1. To work closely with the HoO(IP) to ensure effective running of all activities and services
2. Coordinate and schedule online/digital reception for the Centre
3. Ensure online session content is in line with the Centre's objectives and support Session Leads to create quality programmes in their area of specialism.
4. To schedule sessions (online and/or physical with the HoO(IP)) and support session leads, volunteers and clients using the online platform.
5. To observe sessions on a termly basis to ensure quality of sessions.
6. To prepare, schedule and send texts to notify the clients of sessions and important information or changes.
7. To facilitate the planning of the timetable and subsequent scheduling of sessions online or physically.
8. Communicate information across the staff team, partner organisations and clients. e.g. through a WhatsApp (or other platform) community.
9. Create and maintain Client and Session Lead feedback loops to ensure development.
10. Creating and supporting new initiatives/sessions in response to feedback.
11. Implement co-creation mechanisms to ensure clients are part of the activities and services design.
12. Lead on partnerships online and (with the HoO(IP)) in person.

To coordinate and schedule the reception of the Centre

13. Managing the general incoming enquiries including phone and email inbox to the charity and responding or referring queries.

14. Managing the Online Reception of Clients remotely with HoO(IP). This includes registration, ID collection, Lamplight profile creation.

Session Lead Volunteer Liaison

15. Line manage online Session Leads and online volunteers
16. To be the first point of contact for session leads as appointed.
17. To ensure that all sessions and activities have suitable facilities, equipment and resources.
18. To support session leads in the monitoring and evaluation of their sessions.
19. To ensure that all activities and sessions are of an excellent quality and that all SL resources and records are kept on the Centre's Drive.
20. Line manage English/ESOL teachers:
 - a. Weekly focussed meetings to manage performance
 - b. Setting Objectives
 - c. Monitoring progress against objectives and planning work
 - d. Supporting monitoring and evaluation of work
 - e. Conducting appraisals
21. Recruit new Staff, Session Leads and Volunteers as required

Monitoring and Evaluation (M&E) and Administration

22. To support the Head of Fundraising and Communications (HoFC) and Chief Executive with the M&E framework
23. To implement M&E mechanisms across the Centre. e.g. surveys, co-creation activities, feedback groups
24. Facilitate the collection of M&E data with the staff (with the HoO(IP))

Systems and Administration

25. Monitor, record, report and evaluate attendance with the HoO(IP)
26. To breakdown and document the procedures and protocols and to document and disseminate good practice (Quick Reference Guides) through training and presentations as required. This includes Lamplight.
27. Manage the systems to deliver payments to beneficiaries (including Phone Top Ups, Phones, Laptops)
28. Make purchases and payments as required.
29. Any other such tasks as directed Chief Executive

Website and Social Media

30. Facilitate creation and coordination of social media posts and newsletters with the Fundraising team and the HoO(IP) under supervision of the HoFC
31. To maintain, update and develop the website under supervision of the HoFC

Policies, Meetings and Feedback

1. To attend regular staff and Centre meetings as directed by the CEO.
2. To give feedback on and contribute to planning other Centre activities and events.
3. To observe all Centre policies and protocols including the Privacy, Health and Safety and Safeguarding Policies.
4. To work with the Designated Safeguarding Lead to ensure Safeguarding practices are implemented and observed.
5. To report all work to the Chief Executive.

Head of Operations (Online/Digital)

Experience	Degree or above	Essential
	Experience of organising, registering and assessing clients	Essential
	Experience of delivering activities and services in any sector	Essential
	Qualified teacher of ESOL, EFL or equivalent with relevant and recent experience: Minimum CELTA qualification (or equivalent)	Desirable
	Recent relevant professional development	Desirable
	Management and induction of staff or volunteers	Essential
	Experience of working in the voluntary sector	Desirable
Skills	Excellent communication and interpersonal skills	Essential
	Excellent organisational skills	Essential
	Effective classroom management skills	Essential
	Excellent and demonstrable IT skills	Essential
	Excellent time management skills	Essential
	Excellent people management skills	Essential
Islington Centre aims and objectives		
	Strong understanding and empathy for the issues faced by refugees, asylum seekers and migrants.	Essential
	Commitment to fulfilling the organisation's strategic objectives.	Essential
	Understanding of the challenges and opportunities of working in a small charity.	Essential
	Understanding of best practice in working with vulnerable people and commitment to working within the organisation's safeguarding policy.	Essential
	Commitment and understanding to actively promoting the principles of equal opportunities.	Essential