

## **JOB DESCRIPTION – Head of Operations**

**Reporting to:** CEO

**Location:** Bristol Office/Hybrid working available

**Responsible for:** All operational functions that support our front-line teams to deliver to our beneficiaries including: HR, Finance, Governance and Facilities. Also responsible for line management of the operational team and liaising with relevant external consultants.

### **About Self injury Support**

Self Injury Support (SIS) is the leading UK charity dedicated to supporting individuals affected by self-harm. We understand that self-harm is not a standalone mental health issue; it is also often a complex personal, social, political and economic issue. Our mission is to provide accessible, inclusive, experience-led services and evidence-based training to improve the lives of those who self-harm and the people who care for them; helping to reduce harm directly and indirectly, minimising stigma, and creating collaborative, compassionate avenues for change.

### **The purpose of the role**

This role contributes to our aims by ensuring the smooth and efficient operation of the central services which support our front-line teams to enable them to serve our beneficiaries more effectively, supporting our mission and enhancing our impact through the key areas of HR, Finance, Governance and Facilities.

This role will work closely alongside our CEO to provide strategic oversight and translate our goals into actionable plans that are efficient, productive and effective.

### **THE EXPECTED OUTCOMES OF THIS ROLE ARE:**

Overall to secure the functionality of the charity and manage our small and dedicated team in their operations, to support growth and ensure sustainability.

- Human Resources/People – to deliver people processes and procedures that are legislatively sound, fit with our ethos and align with our strategic goals
- Finance – maintaining and implementing financial operations, including budgeting, forecasting and financial reporting that meet the needs of our board of trustees, clients, partners, funders, employees and volunteers
- Governance – responsible for charity compliance and safeguarding
- Facilities – ensuring our resources are fit for purpose and support the teams to deliver their role effectively
- Leadership – provide support to the CEO in shaping the strategy and growth of the organisation and being a role model in their demonstration of behaviour, values and best practice.

### **RESPONSIBILITIES AND ACTIVITIES ARE:**

#### **Human Resources**

- Development and delivery of a People Plan, including policies and processes that meet the strategic aims of the charity

- Recruitment, onboarding and retention. Using best practice to create a great place to work with engaged employees and volunteers.
- Employee Lifecycle – including training, employee relations, performance and absence management
- Workforce Planning – supporting the CEO with future proofed resource planning.

### Finance

- Overseeing and managing bookkeeping and budget management, ensuring that financial records are maintained effectively for accurate financial reporting
- Overseeing accounting and payroll functions
- Working with external auditors to manage the annual audit process
- Providing financial insights and recommendations to CEO

### Governance (including Safeguarding)

- Oversight of safeguarding and statutory compliance of policies and procedures across the organisation
- Ensure the charity’s compliance with all legal and regulatory requirements
- Maintenance of organisational risk register, ensuring that risks are recorded, escalated appropriately and mitigated effectively
- Maintain up to date records and documentation for governance purposes

### Leadership

- Provide support to the CEO in setting role model behaviours for the rest of the staff and volunteer team
- Support the CEO with developing and delivering the organisational strategy
- Deputise for the CEO when required, providing them and the trustees with oversight of the essential areas of the charity.

### SKILLS AND COMPETENCIES:

Person Specification Requirements	Essential	Desirable
Track record of leading in a charity environment		X
Experience of HR Best Practice	X	
CIPD Level 5 or equivalent experience		X
Experience of Budget Management	X	
Experience in discretion and being a trusted advisor	X	
Experience in book keeping and preparing financial accounts		X
Experience in office and facilities management		X
Experience of managing risk and governance ideally in the charity sector	X	
Awareness of sector trends		X

Use of Microsoft Office tools	X	
Organised and with excellent attention to detail	X	
Stakeholder Engagement	X	
Proactive and action oriented	X	
Planning and organisation	X	
Process management	X	
Strategic agility		X