

Job Description and Person Specification

Job Title:	Head of Operations
Hours:	37.5 Hours per week (FT)
Salary:	£47,000 - £53,000 (inclusive of London Weighting)
Responsible to:	Executive Director (ED)
Responsible for:	Osmani Trust Services and Operations
Direct Reports:	x5

Play a pivotal role in leading and developing Osmani Trust's (OT) strategic and operational planning, monitoring implementation, financial management, fundraising, and organisational development. Contribute to the management and sustainable growth of OT by ensuring that efficient systems and procedures are in place.

A) Main duties and responsibilities

1. Direct management of projects and programmes relating to Health & Wellbeing, Mentoring, Violence Reduction, Education and developing new projects/programmes.
2. Develop, implement, and oversee an effective strategy for our organisation's operations together with Programme/Project staff.
3. Develop and implement robust planning, monitoring, evaluation, and learning processes to measure and enhance our impact.
4. Support teams to plan, monitor and measure performance in accordance with KPI'S and drive improvement where required.
5. Oversee preparation of information for reports to funders and draft reports for Executive Director and Trustees.
6. Establish performance goals for project Managers/Leads and monitor their performance.
7. Help develop plans to sustain existing projects and their funding sources as well as searching for new business opportunities.

B) Staff and Resource Management

8. To lead and manage the performance of relevant Managers/Leads and their teams through regular structured supervision and appraisal thereby ensuring that they manage their operational and financial responsibilities appropriately.
9. To ensure that, in accordance with the overall strategic direction of OT, an annual plan and quarterly work plans with clear objectives and milestones is prepared and implemented for all Programme/Project Leads.
10. Ensure staff compliance with organisational systems, processes and policies.
11. Develop leadership and coaching programmes to increase employee effectiveness.

C) Monitoring, Evaluation and Reporting

12. Ensure that each project/service is monitored and evaluated in accordance with stipulations set by commissioners and funders.
13. Use evaluation data to inform each project's future delivery strategy
14. Prepare reports for funders, local authorities and internal dissemination
15. Ensure the regular updating and input of project/service data on the Trust's data Management Information System.
16. Analyse all aspect of the operational performance and develop metrics and reporting to the ED and funders to demonstrate successful execution of services and programmes.

D) Financial Management and Fundraising

17. Develop, implement, and monitor processes for controlled expenditure on services and programmes.
18. Ensure income targets of Programme and Projects are adequately met.
19. Identify and assist in applying for and secure new funding streams/contracts for existing projects and services, supporting OTs Fundraising Team to generate income for programme and projects.
20. Help design innovative new projects/services/programmes to match upcoming funding streams.

E) Partnerships, Promotion and Networking

21. Develop relationships and strengthen partnerships with a diverse range of stakeholders including local authority, statutory bodies, voluntary sector, educational and cultural partners who can support the work of Osmani Trust.
22. Attend relevant forums and steering groups at local, regional and national levels.
23. Liaise with external agencies and partners to promote and profile the work, services and facilities of Osmani Trust.

F) Organisation-wide

24. To be an active member of the SMT and contribute to the overall management and development of Osmani Trust
25. To attend and report to Management Committee meetings as and when required
26. Drive the culture and ethos of the teams to ensure resources are allocated efficiently.
27. Work closely with the ED to develop, maintain, and coordinate internal processes (annual and quarterly plans, reporting, targets, and policies) and ensure compliance.
28. To carry out any other tasks allocated/designated by the Director within agreed timescales.

Person Specification

Head of Operations

<i>Knowledge and experience</i>	<i>Essential/ Desirable</i>	<i>Assessment Method</i>
Demonstrate experience and knowledge of developing and implement robust organisational planning, monitoring, evaluation, and learning processes	Essential	Application form
Demonstrate substantial experience (at least 4 years) of managing multiple projects at a senior level including staff and volunteers	Essential	Application form and interview
Experience of developing and monitoring service plans and SLAs against agreed targets and outcomes	Essential	Application form and interview
Ability to think strategically and creatively with significant experience of developing and implementing programmes and operations strategies.	Essential	Application form and interview
An understanding of London's voluntary sector, local community needs and its challenges, particularly related to the youth and social care sector	Desirable	Interview
<i>Skills and Abilities</i>		
Excellent leadership skills with the ability to influence and build strong relationships with stakeholders at all levels, whilst demonstrating the values and behaviours expected by Osmani Trust.	Essential	Application form
Adaptability and flexibility to be able to respond to changing service requirements in an enthusiastic and positive way.	Essential	Application form
Excellent communication skills – verbal, written and presentational – able to operate with diplomacy, tact and empathy	Essential	Application form and interview
Integrity, authenticity, and a genuine motivation to make a difference in the not-for-profit sector.	Desirable	Interview
Proven commitment to equal opportunity and diversity	Essential	Application form and interview