

Job description

Job Title:	Head of Operations, Digital Systems, Finance and People
Reporting To:	Chief Executive Officer
Department:	Operations
Location:	Fully remote
Salary:	48k-52k dependent on experience
Benefits:	25 days annual leave (plus 1 day accrued for every year of service up to 30 days) + bank holidays and Christmas, Day off for birthday, 5% Employer pension contribution. Flexible working culture, Employee benefits package (Medicash), regular continuing professional development opportunities.
Contract:	Full time (37.5 hrs), permanent

Main Job Role:

nurtureuk are looking for an experienced leader to play a key role in the future direction of the charity with a broad portfolio focus on Operations, Digital Systems, Finance, Governance and People.

Reporting directly to the CEO and as part of the leadership team, we are seeking a professional who can combine both operational and strategic elements to ensure that nurtureuk can meet its objectives. The charity is a fully remote working and delivery charity so a key aspect of the role will be building strong relationships across the organization as well as help us harness the power of digital to take us into our future growth strategy.

This is a newly created role and there is a great deal of untapped potential here for a proactive leader to support the CEO and SLT to create efficiencies in how we manage our internal infrastructure (IT Systems and processes), Finance and charity Governance, and HR/people to ensure we maintain and develop a thriving and nurturing working environment. The individual will have significant involvement in the strategic vision of the organisation as a whole. With a broad portfolio, the role combines both operational and strategic elements and must be able to flex up and down accordingly.

nurtureuk is a charity that has been working with schools for many years, to improve the social, emotional, mental health and wellbeing (SEMH) of children and young people by removing barriers to learning by promoting nurture in education.

We believe in a whole-school approach to promote access to education for all. With increasing numbers of children and young people affected by social, emotional and behavioural difficulties inhibiting their progress and limiting their life chances, nurtureuk has developed a range of interventions and support to give vulnerable children and young people the opportunity to be the best they can be.

With the continued school attendance crisis, rise in exclusions and misunderstood behaviour support, the need for our work has never been greater, and the potential is clear. We have a dedicated team, trustees, and a CEO who is passionate about education and the development of young people.

About the role

In particular, the post-holder will be responsible for creating efficiencies and overseeing various functions across the charity that includes:

- Operations/Digital Support Systems
- Finance
- People and culture
- Governance
- Leadership, people management and teamwork

Main Duties:

Reporting to the CEO, the Head of Operations will provide the operational and strategic awareness, emotional intelligence and leadership needed to build and develop a department focused on organizational efficiencies in the areas outlined above.

The elements listed below are not intended to be an exhaustive detail of all duties and responsibilities of the role and the post-holder will be expected to carry out any other reasonable duties that are consistent with the skills, abilities and position of the role.

Operations/Digital Support Systems

- Working alongside CEO and SLT to ensure
- Oversee and lead the management of key nurtureuk internal digital systems (Salesforce CRM, Zendesk, WooCommerce/Website/wordpress)
- Oversee and support Systems Manager to manage outsourced contractors including IT, HR and legal
- Leading and supporting Systems Manager of the development of Salesforce CRM
- Overseeing discovery and development projects to improve nurtureuk's internal systems
- Overseeing external developers and support contracts related to systems
- Overseeing administration of an information security management system to maintain ISO27001 accreditation
- Overseeing data infrastructure for dashboarding and reporting is maintained effectively
- Working closely with Customer Services Manager and team to ensure the charity maintains and enhances its customer support and experience

Financial/risk management

- Conduct effective annual, quarterly and monthly planning and budgeting in partnership with SLT, Finance Committee and CEO
- Develop robust quality assurance processes for income and expenditure alongside CEO and outsourced Financial Director to ensure all financial and reputational risks are managed effectively
- Ensuring any procurement, tendering and managing of contracts is compliant with the charity's policy standards and procedures (procurement, safeguarding, data protection/GDPR, health and safety, etc.)
- Owning and managing risks and issues, including escalating significant occurrences to the CEO and Board of Trustees
- Ensuring processes and systems of outsourced financial company are robust across the organization (working with CEO on elements of service delivery (invoicing, budgeting, auditing, payroll etc)

People and Culture

- Develop and implement an integrated people strategy across all areas of the organisation – creating a collaborative culture that is focussed on engagement, continuous improvement, and growth
- HR activities throughout the employee life cycle, including recruitment, contracts, staff handbook and policies, processes, systems, absence management, and exit interviews
- Performance management culture and processes, ensuring they are used consistently throughout the organisation
- Legislative requirements and best practice for all HR systems and policies
- Systems and reporting that informs the SLT and trustees about trends in employee and volunteer turnover, engagement and absence
- Employment relation issues, support colleagues by providing advice and guidance
- Ensuring we have robust Staff wellbeing processes and initiatives
- As deputy safeguarding lead, manage the development of policies and procedures in line with the latest safeguarding requirements and best practice

Governance

- Supporting the strategic development of the organisation to ensure it has appropriate management and governance in place as it enters its Growth phase
- Ensuring compliance responsibilities including data protection and health & safety by developing and maintaining robust policies and protocols across the organisation
- Ensure legal compliance with Charity and Company law, including timely updating of accurate Company records.
- Ensure the appropriate scheduling and recording of Board, Sub Committee meetings and SMT, that papers are produced by CEO/SLT in a timely manner, and business flows in an effective way between the SMT and Board. This includes maintaining the Charity's risk

register with CEO

- Maintain records and register of the Directors / Trustees of the Charity and support the CEO to ensure that all Board members are well informed and directed to appropriate development opportunities.
- Support CEO with Board recruitment and arrange effective inductions
- Maintain the policies and procedures library, ensuring that all policies are up to date, are reviewed appropriately and accessible to all staff and volunteers as appropriate.
- Ensure insurance cover is adequate for all areas of the Charity, whilst maintaining value-for-money.

Leadership, people management and teamwork

- Directly manage; Customer Services Manager (who has an additional 2 team members), Systems Manager and manage the outsourced HR, Finance and Legal companies
- Provide leadership and direction to the charity that is in line with nurtureuk's six principles, values and organisational culture
- Leading, managing, coaching and developing a team to ensure that they are a highly effective and coherent department
- Working closely with SLT and Board of Trustees to ensure effective risk management, business continuity planning and governance of the charity
- Working as part of the charity's SLT to develop the charity's operational plan, and develop and be accountable for objectives and key results
- Create a positive and inspiring team culture, motivating, developing and empowering all to achieve their best in line with agreed plans and indicators.
- Ensuring that the needs of children and young people lead and shape strategic and operational decisions

In addition, the postholder will:

- Attend Board of Trustees meetings/relevant Sub-committees and contribute to the wider development of nurtureuk in line with its strategic vision
- Promote and role-model nurtureuk values and ensure timely and impactful collaboration across all teams
- Be the project sponsor and/or lead for relevant projects across the organisation

Person Specification – Head of Operations, Digital Systems, Finance and People

This is an exciting role, at the heart of an agile organisation with a strong record and reputation, with the potential for real and profound change for children and young people.

The role requires an individual who has direct experience of working across a broad range of the specialist areas of responsibility identified above.

Where an individual lacks specific personal experience of working in a particular area they would be expected to demonstrate evidence to support their potential to do so

and an understanding of the factors that will drive success.

The post holder must be able to lead in a rapidly changing internal and external environment to ensure nurtureuk can maximise the opportunities and manage the challenges it faces.

Experience and knowledge:

Significant experience working in a leadership position in all or most of the areas of:

- Experience at a senior level of leading and inspiring successful people and operations teams and functions
- Experience of leading on core operational functions of a medium/large size charity or organisation
- Experience of leading on core People & HR functions of a medium/large size charity or organisation
- Experience of leading organisations, senior managers and teams through organisational change developing a culture that reflects our vision, mission and values.
- Strong understanding of the EDI landscape and experience developing and embedding EDI strategies and advancing EDI initiatives within a workplace
- Developing and managing relationships, particularly in dispersed and multi-functional teams, and with external stakeholders
- Managing procurement, tendering, and managing contracts in line with external requirements, and agreed policy standards and procedures (procurement safeguarding, data protection/GDPR, health and safety, etc.)
- Strong project management skills and ability to work on multiple complex projects at the same time
- Proven ability to challenge, influence and do things differently with positive business benefits
- Strategic and innovative thinker who can translate strategy into operational and project plans and goals
- Proven ability for producing high-quality written reports, documentation and promotional information suitable for a range of audiences
- Proven ability to lead, set direction, coach, empower and inspire teams to deliver while driving through continuous improvement
- Experience of successfully working as a member of a senior team
- Experience of successfully working with trustees/senior partners and at Board level
- Understanding of nurtureuk's mission and the challenges faced by schools and children/young people
- Experience of the UK schools/education systems and charity sector

Skills and abilities:

- A natural relational style involving building strong, trusting and communicative relationships and a credibility in representing our work internally and externally
- Financially-minded, able to share responsibility for our financial sustainability and strategy, and to model our growth
- A skilled people-developer, with experience developing talent and growing group cultures

for effectiveness and distributed leadership

- A strategic thinker, able to grasp detail and assess strategic significance, able to rapidly learn about new topics and develop credible insights
- A details-orientated designer of processes, with track-record of translating ideas into strategies and strategies into deliverable outcomes
- Experienced in operations / finance, including line-managing or building Operations, Finance, HR or Legal functions in an organisation
- Ability to demonstrate a high level of analytical and constructive thinking to cope with the varied and challenging situations required by the role
- Creative and high emotional intelligence to articulate development of 'case for support'
- High attention to detail to ensure quality of output
- Proactive project manager of projects and people
- Excellent planning and management of budget and risks
- Ability to problem solve and develop innovative solutions to complex problems.
- Confident in communicating to a variety of audiences and individuals.
- Excellent time management and organisational skills with the ability to independently manage multiple tasks simultaneously and to work to deadlines.
- A collaborative team player with the confidence to work both self-sufficiently and across teams, proactively engaging colleagues on projects and initiatives
- Networking and relationship-building experience across the education sector
- Business focused, commercial awareness, with a charitable perspective
- Practical with a positive 'can do' 'hands-on' attitude
- Role model of the values and behaviours required by nurtureuk

Person Specification		
	Essential	Desirable
Professional/Education Qualifications	Is a professional with proven experience in the specialized area of work outlined above	Degree-level qualification Additional relevant project, HR and/or financial management

		qualifications
Experience	<p>In-depth experience of improving CRM systems and other digital systems</p> <p>Experience of leading on core operational functions of a medium/large size charity or organisation</p> <p>Experience of leading on core People & HR functions of a medium/large size charity or organisation</p> <p>Experience of leading organisations, managers and teams through organisational change developing a culture that reflects our vision, mission and values.</p> <p>Strong understanding of the EDI landscape and experience developing and embedding EDI strategies and advancing EDI initiatives within a workplace</p> <p>Delivering organisational operations with personal responsibility and discretion</p> <p>Experience of leading discovery and implementation for technical developments</p> <p>In-depth experience of strategy development, project management, costings and budget management, and charity policies</p> <p>Demonstrable experience of financial management within a not-for-profit environment</p> <p>Experience of developing robust tools and processes to build budgets, manage risks and plan implementation to ensure successful delivery of contracts</p> <p>Strong experience in internal and external and stakeholder management</p> <p>Experience of producing high-quality written reports, documentation and promotional information suitable for a range of audiences</p> <p>Proven ability to lead, set direction, coach, empower and inspire teams to</p>	<p>Awareness and understanding of how current and relevant policies impact on education</p> <p>Understanding of working with a board and charity governance</p> <p>Experience of successfully working with trustees/senior partners and at Board level</p> <p>Understanding of nurtureuk's mission and the challenges faced by teachers and children/young people</p> <p>Experience of the UK schools and education systems and charity sector</p>

	deliver while driving through continuous improvement	
Knowledge and skills	<p>A good knowledge of the education/charity sector</p> <p>Demonstrable high level of analytical and constructive thinking to cope with the varied and challenging situations required by the role</p> <p>Creative and high emotional intelligence to support change management across the charity</p> <p>High attention to detail to ensure quality of output</p> <p>Effective public speaker and spokesperson</p> <p>Excellent strategic planning and management of budget and risks</p> <p>Ability to problem solve and develop innovative solutions to complex problems.</p> <p>Confident in communicating to a variety of audiences and individuals.</p> <p>A collaborative team player with the confidence to work both self-sufficiently and across teams, proactively engaging colleagues on projects and initiatives</p> <p>Business focused, with a charitable perspective</p> <p>Practical with a positive 'can do' 'hands-on' attitude</p>	<p>An appreciation and understanding of the impact of unsupported needs of social and emotional and mental health wellbeing upon children and young people learning</p> <p>Good understanding of and passionate about nurture.</p>
Personal attributes	<p>Approachable, open manner</p> <p>Entrepreneurial mindset</p> <p>High Emotional Intelligence</p> <p>Collaborative team player</p> <p>Excellent interpersonal skills (written and verbal)</p> <p>Flexible</p> <p>Self Motivated</p> <p>Creative thinker</p>	<p>Proactive approach to ongoing professional development</p> <p>A commitment to the six principles of nurture.</p> <p>A passionate belief in the impact of nurture in improving the lives of children and young people</p>

	Empathetic	
other	Up to date DBS Data protection awareness Understanding on Safeguarding	

How to apply:

Visit our website www.nurtureuk.org to read the job description. Applicants are asked to provide a current CV and supporting statement outlining evidence against the essential criteria in the job description, clearly identifying the skills and experiences applicable to the role. We are keen to hear why a role at nurtureuk would meet your personal values and career aspirations.

Please email Annette Adkins your application for the role with the subject line: Head of Operations.

Key dates

- **Closing date:** Thursday 16th May 2024
- **1st round panel interviews:** Week beginning 20th May (competency based questions)
- **2nd round panel interviews:** Week beginning 28th May (competency based plus presentation will be required based on pre given task)

Employee Benefits:

nurtureuk is committed to being an equal opportunities employer. We welcome applications from people from all backgrounds and with all different kinds of life experiences. We operate with an inclusive culture which is representative of the Six Principles of Nurture that we adhere to and promote through our work. We particularly welcome applications from male identifying candidates and candidates from a Black, Asian or other minority ethnic background as they are currently under-represented within the nurtureuk team. If you have the right skills for this role, we want to hear from you.

nurtureuk is a fully remote employer, and we operate with a strong culture and commitment of trust in the team. Nurtureuk supplies the resources necessary to create a comfortable working environment from home. We allow for flexible working to be self-managed by the team, so they may work around their other personal commitments. We maintain a hybrid working space in central London (Tottenham Court Road) offering teams the optional opportunity to come together on an ad hoc basis.

All employees receive 25 days annual leave plus an additional day for each year of service, up to a limit of 30 days. This is in addition to all bank holidays and Christmas office closure. Nurtureuk pays 5% employer contributions to pensions and also offers a medicash employee benefits package. This includes cover for a virtual GP, routine dental and optical care, specialist consultations/diagnostics, complementary and alternative therapies, prescriptions, flu jabs and

discounted gym membership. There is also access to a 24/7 Employee Support Service providing mental health and wellbeing support.

About nurtureuk:

We are nurtureuk, an organisation dedicated to improving the social, emotional, mental health and wellbeing of children and young people. We've been at the forefront of the nurture movement for over 50 years, and today – with ever more children and young people affected by issues that can impact their learning – our work is more vital than ever.

Our vision

A world where:

1. Child development isn't limited by lack of nurture in education
2. Adults working with and caring for Children and Young People are supported and equipped with evidence-based tools to help them flourish and learn

Our mission

nurtureuk is dedicated to improving life chances of every child and young person by promoting nurture across the whole education system and beyond:

- We are proud of being a charity and driven by social purpose
- Children and young people's development is at the heart of everything we do
- We want to amplify the benefits of nurture for every Child and Young Person within and beyond the classroom
- We are evidence-based and practice-led in line with the Six Principles of Nurture

The Six Principles of Nurture



Authors: Eva Holmes and Eve Boyd

What is nurture?

The concept of nurture highlights the importance of social environments – who you're with, and not who you're born to – and its significant influence on social emotional skills, wellbeing and behaviour. Children and young people who have a good start in life are shown to have significant advantages over those who have experienced missing or distorted early attachments. They tend to do better at school, attend regularly, form more meaningful friendships and are significantly less likely to offend or experience physical or mental health problems. The nurturing approach offers a range of opportunities for children and young people to engage with missing early nurturing experiences, giving them the social and emotional skills to do well at school and with peers, develop their resilience and their capacity to deal more confidently with the trials and tribulations of life, for life.

History

Nurture groups were the brainchild of educational psychologist Marjorie Boxall in 1969. Large numbers of young children were entering primary school in Inner London with severe emotional, behavioural and social difficulties, which led to unmanageable rates of referral for placement in special schools or for child guidance treatment. Boxall understood that the difficulties presented

by most of these children were a result of impoverished early nurturing, meaning they were not able to make trusting relationships with adults or to respond appropriately to other children. They were not ready to meet the social and intellectual demands of school life, which further damaged their already fragile self-confidence and self-esteem.

For more information please visit:

www.nutureuk.org/what-we-do/introducing-nutureuk