

The Role: Overview

We are seeking an experienced, enthusiastic **Head of Operations** to play a defining role in the growth and development of this small business. The successful candidate will develop and lead plans and initiatives that to enable **sustainable growth**, whilst promoting Gladiator Events' **culture and values**.

This will include **leading, supporting and inspiring a team** to deliver exceptional events for the charity sector. You will work collaboratively with other organisations, **identify opportunities** and support the **strategic and operational development** of Gladiator Events to continue to develop its reputation as one of the leading challenge event management companies in the UK.

You will have excellent **communication and people management skills** and a shared passion to make a **positive impact** in line with Gladiator Events' values as a **B Corp Certified business** working exclusively with charities. You will also be comfortable with shaping your role, risk-taking, able to get stuff done and be excited about the idea of working for a small business and the opportunities and challenges that come with this.

- **Full-time, permanent** role, but part-time would be considered.
- **Flexible** and **hybrid** working opportunities.
- **Personality** and **Values** fit is given equal consideration to **Skills** fit.



Key Accountabilities: Head of Operations

Cross-Organisational:

- Work effectively and openly with the Director, staff and other stakeholders to promote an inclusive, vibrant, high-performing organisation.
- Work closely with the Director and team on Strategic Planning of the business and lead on the implementation of that strategy.
- Work alongside Senior Operations Manager to implement improvements relating to our B Corp Status, leading to continual improvement of our positive impact and an effective re-certification process in 2025.
- Build relationships with existing and prospective clients and ensure we are offering exceptional service and value.
 - Review and improve our client onboarding and ongoing relationship-building processes.
 - Maximise opportunities to share best practices across the industry by sharing industry knowledge.
 - Develop additional services to help our clients, such as innovation, ideation, creative problem solving and sustainability sessions.
- Represent GE at key meetings and events, keeping abreast of industry trends, innovations, policies and initiatives relevant to our organisation and client group. This could include industry educational and networking events in sport, fundraising or event production, meetings with existing and future charity clients, speaking at events and / or pitching to secure new contracts.
- Deputise for the Director when required.

Key Accountabilities: Head of Operations

Staff Management and Leadership

- Line manage Senior team, ensuring professional and personal growth across the team.
 - Lead and support senior team in kind leadership skills, reflecting our values, standardising line management styles and processes across the business.
 - Inspire and engage team to contribute to the wider organisation goals and to take ownership of key elements of the business
- Collaborate with team to continually improve the review, feedback and 1:1 processes across the business.
- Collaborate with team to review the Benefits package, implementing additional benefits including Private Health Insurance.
- Review systems for managing resource and predicting future needs.
- Lead on the recruitment of new team members, alongside the Director, when necessary.
- Work with team to retain the best freelance staff in the industry, providing excellent working conditions for all and ensuring our extended team reflect our values and passion at our events.
- Grow our network of industry professionals who share our values for future recruitment opportunities.
- Attend specific events run by GE to support HQ and wider freelance team and to fully understand and review all areas of the business.
- Act as the primary contact for staff in respect of HR matters, including recruitment and exit arrangements, review and 1:1 processes and disciplinary processes.

Key Accountabilities: Head of Operations

Operations Management:

- Lead on Accounts Reporting and Strategy, including:
 - Bi-weekly and monthly processes including payment runs and reconciliations, with the support of team, Director and Accounting providers.
 - Improving on reporting structures and processes allowing efficient analysis of financial data, with the ultimate goal of improving our financial performance.
 - Reviewing event pricing strategy, ensuring our prices are industry-leading, transparent and fair.
- Prepare and manage the annual budget and provide forecasting information for the Director.
- Work with senior team to regularly review and sign off organisation's Health & Safety processes, ensuring Industry guidelines are adhered to and mitigations are implemented from previous event incident reports.
- Oversee and facilitate contracts and relationships with external suppliers and outsourced activities (IT services, Legal consultants, HR consultants).
- Review business processes, policies and ways of working and ensure they are used consistently and effectively across the organisation. Ensure processes and policies remain legally compliant (e.g. data protection, H&S) and follow best practice, and that any complaints are dealt with appropriately and within timescale.
- Work with team and external HR consultants to review and improve employee handbooks, policies and processes.

Knowledge, Skills & Personal Characteristics: Head of Operations

We choose our team based on shared values, personality and passion rather than just experience.

Skills

- Experienced in leading, motivating and managing a diverse team effectively.
- Proven track record of leading cross-organisational planning or strategy processes, translating strategic objectives into plans, activities and successful delivery.
- Operational management experience across several business functions such IT, HR, finance, planning and programme or project management.
- Experience of establishing and improving business processes and effective ways of working.
- Analytical thinker with creative problem-solving skills.
- Financial management experience.
- Excellent communication skills – both written and oral – including experience of producing professional written documents.
- Comfortable working collaboratively and independently, taking all voices into equal consideration.
- Comfortable with rolling up sleeves and work across all aspects of GE whilst also thinking strategically.
- Experienced in working and reacting in a fast-paced and changing environment.

Personality

- A kind, fair and supportive leader motivated by enabling people to be their best selves, prioritising wellbeing.
- Passionate about the role that business can play in creating the future that benefits all people and the planet.
- Have an energetic and lively personality, with the ability to motivate and inspire others.
- Have strong interpersonal skills with a wide variety of audiences.
- Be able to go the extra mile and be willing to get stuck in to all tasks.
- Proactive, organised and highly self-motivated.
- Customer-focused and flexible.
- Professional and personal integrity.
- Eligible to work in the UK.

Remuneration & Key Dates

Role Location: London / Hybrid. One day every 2 weeks to be spent at our London office.

Role Type: Permanent; 3 – 5 days per week considered.

Salary: up to £52,000, depending on experience, calculated pro-rata for part time role option.

Key Dates:

- **Tuesday 10 January 2024; 5pm:** Closing date for applications.
- **w/c 15 & 22 January 2024:** First Interviews (Conducted on Teams).
- **w/c 29 January 2024:** Second Interviews.



How to Apply

Please submit your CV (maximum 2 pages) and answers to the following questions as a separate document to [Sarah Kenny](mailto:sarah@gladiatorevents.co.uk), Founder of Gladiator Events (sarah@gladiatorevents.co.uk). Please limit each answer to 200 words.

1. Why do you want to work for Gladiator Events?
2. What is your leadership style? How will you apply it to this role?
3. What opportunities do you see for Gladiator Events in the next two years?
4. What would you do in this role that would really make an impact?

