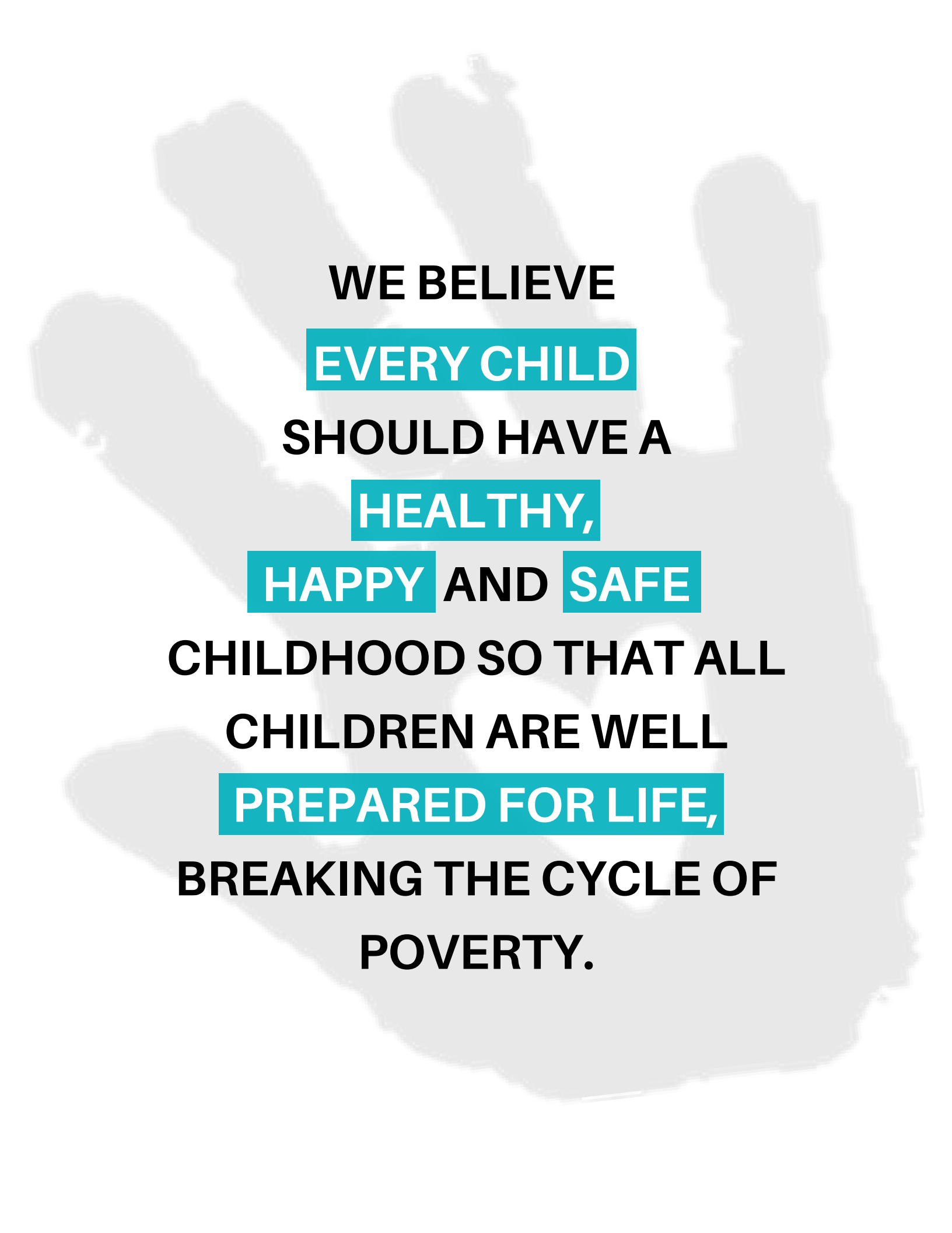




Head of Operations



WE BELIEVE
EVERY CHILD
SHOULD HAVE A
HEALTHY,
HAPPY AND SAFE
CHILDHOOD SO THAT ALL
CHILDREN ARE WELL
PREPARED FOR LIFE,
BREAKING THE CYCLE OF
POVERTY.

Welcome

Thank you for your interest in becoming our new Head of Operations.

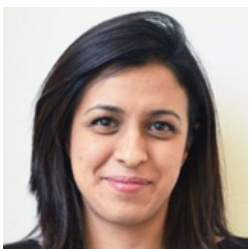
London's children and young people have the right to grow up supported and loved, with enough nutritious food, adequate housing, space to play, and the opportunity to learn and explore free from stress. It is in these environments that young people are able to fulfil their potential. Without these basic resources, London is failing the 800,000 young Londoners who are living in poverty. The Childhood Trust is London's child poverty charity. Our mission is focused on alleviating the impact of poverty on disadvantaged children in London.

The cost-of-living crisis has created a challenging 12 months for the Trust but in the face of this adversity, we have achieved remarkable success and impact. Since July 2022 we have funded the delivery of 188 charitable projects supporting 267,815 disadvantaged children and young people.

To build on this success, we are searching for an experienced and ambitious Head of Operations to lead our human resources, information technology, and overall operational excellence. This position offers a unique opportunity to join a dynamic and growing organisation to make a significant impact on the lives of disadvantaged children and young people in London.

If you'd like to help us achieve our ambitions for children and young people living in London, we would love to hear from you.

Neha Mahendru
Interim CEO



The role

This role has a wide remit covering HR, IT, facilities, and governance support, and will be responsible for leading the day-to-day internal operations and business activities to ensure the smooth running of the Childhood Trust as well as supporting the delivery of the Trust's new three-year growth strategy. You will act as a strong team leader, who motivates and inspires a team, fostering and championing a positive organisational culture.

As a key member of the Childhood Trust, you will report to the Chief Executive Officer, supported by a small team of IT and HR. The successful candidate will enjoy the opportunity to build on a successful track record within an entrepreneurial, fast-paced and values-driven environment whilst being rewarded with the achievement of alleviating the impact of poverty for disadvantaged children in London.

Key Responsibilities

Operations:

- Plan, lead and manage the operational functions of The Childhood Trust, ensuring alignment with the Trust's mission, strategic goals and growth plan.
- Work with the CEO and the leadership team to develop and implement strategies and ways of working to achieve the Trust's objectives.

Human Resources and People Development

- Lead the development and delivery of the organisation's people strategy
- Oversee the Human Resources function, including recruitment, retention, performance evaluation, employee learning and development.
- Foster a culture of diversity, equity, inclusion, and collaboration, nurturing a positive and supportive working environment.

Compliance and Risk Management

- Ensure the Trust operates in full compliance with all relevant legal, regulatory, and ethical standards, including ensuring all staff have necessary training and DBS check requirements
- Identify potential risks and develop strategies to mitigate them effectively.

- Maintain the risk register.
- Maintain strong governance and adherence to best practices in charity management.

Governance and Reporting

- Support the HR, Finance, Programmes and Fundraising teams, contributing to their work as required.
- Produce an annual operational plan and monitor weekly, monthly, and quarterly progress against the plan.
- Develop and produce monthly management reports for the CEO
- Produce quarterly operational reports for board meetings.

IT and Office

- Coordinate IT support services, including managing the setup of new starters on various TCT IT and digital platforms and channels.
- Lead on the office move, set up and management

Essential Skills and Experience:

- Senior-level experience, ideally within the charity sector, with a proven track record of driving operational excellence.
- Experience in managing and developing high-performing teams, promoting a culture of collaboration and continuous improvement.
- Experience in translating strategic vision into measurable outcomes and driving results.
- Strong commitment to employee development and growth opportunities.
- Experience managing Human Resources and IT functions.
- Demonstrable understanding of the charity sector

Personal Characteristics

- Highly organised and detail-oriented, with the ability to manage multiple priorities and deadlines.
- Excellent interpersonal and relationship-building skills, with a collaborative and inclusive leadership style
- Proactive and solutions-oriented, with a demonstrated ability to identify and resolve problems.
- Adaptable and flexible, with the ability to thrive in a dynamic and changing environment.

- Strong business acumen and strategic thinking, with the ability to align operational decisions with strategic goals.
- Committed to continuous learning and professional development, with a growth mindset.
- Ethical, with a high level of integrity and a strong commitment to The Childhood Trust's mission, vision and values.

The Childhood Trust is an equal opportunity employer and values diversity in its workforce. The Head of Operations will join a dynamic team committed to making a meaningful difference in the lives of disadvantaged and vulnerable children.

This person specification is designed to outline the key qualifications, experience, and personal attributes required for this role at The Childhood Trust. Applicants are encouraged to address how their skills and experiences align with the specified criteria in their application.

Terms of appointment

Title:	Head of Operations
Reports to:	Chief Executive
Salary:	c. £45,000 p/annum
Hours:	37.5 hours per week

Place of work, Hours of Work, Flexible Working

The Childhood Trust currently works from its own self-contained offices moments from Victoria Station. There is a scope to work from home up to 3 days a week if required.

Pension

The Childhood Trust operates a Personal Pension Plan with NEST (with the right to opt out) In line with statutory regulations the rates for April 2019 onwards for qualifying wages are as follows;

- Employer contribution: 3%
- Employee contribution 5%

Cycle to Work Scheme

This scheme provides a tax efficient way to obtain a bicycle and accessories up to the value of £1,000. Repayments are made over 12 months by means of salary sacrifice in order to obtain full relief from both income tax and National Insurance. To be eligible, employees need to have completed their probationary period and have an employment contract which lasts for at least 12 months from the date the bicycle is collected. The arrangement is run in partnership with Cyclescheme.

Childcare Vouchers

Parents can spend up to £243 per month on childcare vouchers via salary sacrifice. This method frees the benefit from income tax and National Insurance contributions and therefore delivers a significant employee saving.

Holiday Entitlement

The basic allowance is 25 days leave per year. After three years this increases to 30 days and after 5 years it rises further to 35 days.

The standard working week at The Childhood Trust is 37.5 hours. Start and finish times can be agreed between employee and manager. Flexibility of working hours may be required to meet The Childhood Trust's varying needs. The nature of this relationship - based role will require some evening and weekend working as and when required.

Other Conditions

The Childhood Trust is fully committed to protecting those with whom it comes into contact in the course of its work and will conduct appropriate pre-employment referencing and checks. We are an equal opportunities, disability-confident employer and committed to achieving the highest standards of diversity, fairness and equality.



Registered Company No. 07746081
Charity Registration No. 1154032

The Childhood Trust
18 Buckingham Palace Road
London, SW1W 0QP
United Kingdom

 0300 102 4417

 info@childhoodtrust.org.uk

 <https://www.childhoodtrust.org.uk/>



 The
ChildhoodTrust
Alleviating the impact of child poverty