



head of operations and people

Overview

- **Job type:** 4 day a week permanent contract
- **Based at:** London, with staff coming into the office (Bethnal Green, London) at least two days a week
- **Staff benefits:** 7.5% pension contribution and salary sacrifice scheme | 30 days holiday plus bank holidays, a day off on your birthday, a quarterly development day & days between Christmas and New Year | mentoring scheme | annual training budget | and hybrid working. Full list of staff benefits can be found [here](#).
- **Salary:** £47,000 full-time equivalent; £37,600 once pro-rata'd to four days per week. We give everyone an increment after each full year at Heard, so your salary will increase in line with our pay policy.
- **Reports to:** chief executive officer
- **Line manages:** operations and finance coordinator

Accessing this recruitment process

If you require any reasonable adjustments during our recruitment processes, including assistance with reading this page or sending documents, please contact info@heard.org.uk

About Heard

- Learn more about what we do: <https://heard.org.uk/what-we-do/>
- Take a look through our most recent annual report:
<https://heard.org.uk/wp-content/uploads/2023/07/Heard-Annual-Report-2021-22-.pdf>



Job brief

The head of operations and people (HOP) sits at the heart of our wonderful organisation, overseeing the day-to-day practices and processes that keep us motoring, ensuring we're doing our very best by our team, and promoting quality work aligned with our values.

We are a developing organisation, always striving to improve the way we work and support our people. The HOP will build on the excellent foundations we have created, growing team skills through various methods and collaborating with the senior team to manage and improve overall operations, anti-oppression efforts, and staff wellbeing.

As a part of the senior team, the HOP's views and experience will directly inform how we shape the organisation's approach to growth and development, always centering our team and their needs.

Responsibilities

We don't expect you to have experience in every single one of these areas. We believe jobs should provide an opportunity to learn and develop. Ultimately, you will become accomplished in all these areas. We welcome you to apply if some of them are still areas for learning and growth.

Organisational development and leadership

- Continue to develop organisational culture, by adapting and implementing processes to enable staff to be supported and successful in their roles in a positive and inclusive workplace environment – this includes conversations about inclusion, welfare, mental health, well-being and policies
- Form part of a senior management team, working collaboratively with them on organisational development matters, and day-to-day matters when appropriate

Operational & HR management

- Lead and embed ways of working that embrace our values, allow us to reflect as individuals and a team, and apply the learnings of feedback we receive
- Oversee the HR function. Support line managers to support the team with compassion and boundaries



- Establish and maintain the processes that allow our team to grow and flourish, including professional development, line management, performance management, probation periods, objective setting, and reviews
- Oversee recruitment and induction of all staff and consultants, delegating administration to the operations and finance coordinator
- Work with the head of finance to manage payroll, pensions administration, and HR function, managing reasonable adjustments & other HR-specific technical aspects of the role, payroll, relationship with finance
- Oversee the development and maintenance of operational processes that allow us to work effectively, delegating tasks to the operations and finance coordinator as appropriate
- Ensure that anti-oppressive practices are embedded in all of our ways of working, policies, and practices
- Develop, review, and implement policies and procedures, within our values, and as required by law to uphold, including health and safety, and GDPR
- Set and manage the operations & HR budget

Working with the wider team

- Attend team, project and organisation meetings, training, or events
- Contribute to the culture, policies and strategy of the organisation, through team activities, working groups
- Line manage/supervise other staff, when appropriate
- Seek to ensure consistent standards are developed and maintained across the organisation, duplication of effort is avoided and opportunities for shared learning are optimised by collaborating with the team

Essential job skills and requirements

- You are likely to have held a previous role that may have had a title such as HR manager / senior manager, head of HR, people manager, head of operations
- Excellent organisational skills and project management skills including attention to detail, multi-tasking skills and ability to prioritise well, consistency, accuracy and resilience when working under pressure
- Experience in using, and good understanding of, employment law and HR legislation in the UK. The HOP will also have the support of external HR & employment law experts
- Experience in line management with a focus on staff development and wellbeing



- Enjoys dealing with people and has empathy, patience, and good listening skills. Warmth, openness, and sensitivity to the issues we work on and the people we work with
- Experience in risk management, resolving conflicts, and problem solving when faced with challenges
- Good general IT skills

Values: a bit about us

This is [our team](#), and this is [the work we do](#). These are our values at Heard: we're inclusive, thoughtful, patient, creative, determined, and brave.

When we're adding members to the team this is what we're looking for. Someone who is...

- Personally committed to Heard's mission, vision and values, and collaboration-focussed method of work.
- Committed to reflection and learning, including sharing failures and uncertainties; openly giving and receiving feedback to/from the team and members of the community.
- Awareness of your own needs: you will be good at knowing your limits under pressure and will be confident to ask for help when you need it. You will receive support from your team – we're keen to nurture an environment where no one feels worried about asking for help or support when they need it.
- You'll be interested in emotional intelligence and empathising with and appreciating others. You'll be keen to explore and grow and to create opportunities for those you work with to do the same.

As a Heard team member, you will have:

- Regular check-ins with your manager – an opportunity for you to share feelings and experiences about your work, alongside feeding into a well-being and welfare staff framework.
- Mentoring – each staff member is set up with an external mentor after the 6 month probation period.
- Training opportunities – as a small charity, we have a modest training budget but we try our best to access training opportunities through our funders for staff where possible and encourage staff to attend events.



How to apply

- To apply [please complete this application form](#). The form will ask you a few questions and ask you to upload your CV. Email info@heard.org.uk if the form is not accessible to you.
- The application deadline is **10am on Monday 26th February**.

Next steps: First round interviews will take place on Zoom Thursday 29th February and second round interviews will take place in person on Tuesday 5th March.

We look forward to hearing from you - best of luck!