



# Recruitment Pack

# Head of Operations

March 2026

## Welcome

Dear Candidate,

Thank you for taking the time to learn more about the JHF (Jack Hazeldine Foundation) and for your interest in our Head of Operations role.

JHF is a small organisation with a strong sense of purpose. We care deeply about the young people we support, and we place equal importance on how we work together as a team. Our culture is open, collaborative and values-led.

This is a genuinely senior role within the organisation. As Head of Operations, you will work closely with me and our Trustees and play a key part in shaping how JHF operates now and how we grow in the future. Your judgement, leadership and ideas will matter, and you will have real influence over the systems and decisions that underpin our work.

We are keen to hear from people who are motivated by purpose, enjoy working closely with others, and want to contribute to a small organisation where their impact will be visible. If this role has sparked your interest, I would warmly encourage you to get in touch. I would be very happy to have an informal conversation before you decide whether to apply.

Thank you again for your interest in the JHF.

Warm regards,

**Pippa Gribben**

**CEO**

JHF Youth Charity

## Head of Operations

Reporting to: *Chief Executive Officer*

Contract: *Permanent, full time*

Salary: *£45,000*

Start date: *To be agreed*

Location: *JHF Office, Unit 2 The Stables, Clevedon Hall Estate, Clevedon BS21 7SJ*

Please note Please note that this is an office-based role – being present and part of our team matters to us. Some flexible remote working is available on occasion.

## About the JHF

The JHF is a small, ambitious charity with a big mission: to transform the lives of young people through high-quality 1:1 mentoring, tutoring and personalised support.

Everything we do is rooted in our values of integrity, collaboration and ambition for impact. We are a responsive, people-centred organisation where decisions are made close to the work, ideas are welcomed, and impact is visible.

At JHF, you will join a close-knit, committed team where your contribution is valued, your judgement is trusted, and you can see the difference your work makes every day in the lives of the young people we support.

## Purpose of the role

The Head of Operations is key senior leadership role at JHF, responsible for ensuring the charity operates effectively, sustainably and in line with our mission, values and legal responsibilities.

Working closely with the CEO and Board of Trustees, you will lead the organisation's operational strategy and oversee delivery across operations, finance, people, programmes, systems and compliance.

You will have direct oversight of a small, committed team, including:

- A Programme Team of 3 (1 Programme Lead and 2 Programme Assistants)
- 1 HR Lead
- 1 Finance Officer

This is a role for someone who enjoys combining strategic thinking with hands-on delivery, and who thrives in a small organisation where leadership is visible and impact is tangible.

Our core operational foundations are in place, but there is significant scope to strengthen, refine and innovate. JHF was awarded a CAF Resilience Grant last year to support the development of our operational and financial sustainability. A major focus of this role will be leading that work forward, including the development and effective use of our bespoke database to improve efficiency, reporting and impact measurement.

You will also deputise for the CEO when required, providing leadership continuity and operational decision-making.

## Why join the JHF?

- A genuinely senior role with real influence over how the organisation runs.
- The opportunity to shape systems and processes, rather than inherit rigid ones.
- Close working relationships with the CEO and Trustees.
- A manageable team size, allowing you to lead closely and meaningfully.
- Visible impact – your work directly supports better outcomes for young people.
- A values-driven, supportive culture that prioritises learning, inclusion and wellbeing.
- The chance to grow professionally while helping to build a resilient, sustainable charity.

## Key responsibilities

### Strategic and Organisational Leadership

- Work with the CEO and Trustees to develop and implement JHF's operational strategy and plans.
- Lead organisational planning, performance review and risk management processes, ensuring the Board of Trustees is appropriately informed of key operational, financial and organisational risks.
- Act as the senior organisational lead for information governance, providing assurance to the CEO and Board on data protection, cyber security and the integrity of JHF's data systems, and escalating risks or incidents appropriately.
- Provide high-quality operational insight, data and analysis to inform decision-making at Board and senior level.
- Deputise for the CEO when required, ensuring continuity of leadership and operations.
- Champion JHF's values and ethos across all areas of work.

## **Operational Management and Systems**

- Oversee the day-to-day running of the organisation, ensuring effective coordination across operations, finance, programmes, HR and administration.
- Line manage and support the Programme Lead, HR Lead and Finance Officer, ensuring clarity of roles, priorities and accountability.
- Lead the development and ongoing use of JHF's bespoke database, acting as system owner and ensuring it supports operational efficiency, fundraising and impact measurement, with appropriate controls in place to maintain data quality, access and security.
- Lead on reporting requirements for the ALP (Alternative Learning Provision) framework and external funders.
- Identify opportunities to improve systems, processes and ways of working, and lead change in a proportionate, people-centred way.
- Ensure a robust framework is in place for the secure collection, storage and sharing of data, embedding GDPR-compliant and cyber-aware practices across the organisation and working with external specialists where required.

## **Financial Leadership and Sustainability**

- Lead the finance function, including line management and development of the Finance Officer and liaison with external accountants.
- Develop and manage the annual budget, monitoring performance and ensuring effective use of resources.
- Ensure robust financial controls, reporting and compliance are in place.
- Work with the CEO to support financial planning and long-term sustainability.
- Lead on financial aspects of funding bids and grant reporting.

## **Programme Oversight, Planning and Stakeholder Relationships**

- Lead JHF's weekly Operations meeting reviewing programme delivery and hours against budget and organisational priorities.
- Maintain oversight of grant-funded programme hours, ensuring delivery is compliant with funder requirements and agreed criteria.
- Act as the senior operational lead for relationships with referring organisations and key stakeholders, overseeing the development, review and delivery of annual Service Level Agreements.
- Work with the Programme Lead and Fundraising Officer to ensure accurate and timely reporting to referrers, funders and the Board, supported by robust data and systems.

- Work with the Programme Lead to balance impact, quality, compliance and financial sustainability in programme delivery.
- Work closely with the CEO to ensure learning from delivery data, referrer feedback and funder requirements informs future planning and funding decisions.

## **People and Culture**

- Ensure that the organisation remains an inclusive, supportive and high-performing working environment aligned with JHF's values.
- Lead on recruitment, performance management and staff development, working closely with the HR Lead.
- Promote staff wellbeing, learning and professional development across the organisation.
- Ensure safeguarding responsibilities are clearly embedded in organisational culture and reflected in operational systems, policies and day-to-day practice.

## Person Specification

### Essential

- Significant experience in a senior operational leadership role, ideally within a charity, youth, education or people-centred organisation.
- Strong financial management experience, including budgeting, reporting and oversight of controls.
- Experience line managing and supporting small teams across different functions.
- Experience overseeing service delivery or programmes, with responsibility for quality, outcomes and delivery within agreed budgets.
- Experience of leading or owning organisational systems, databases or digital change projects.
- Experience leading organisational governance, compliance and risk management in a regulated or people-centred environment.
- Experience leading data protection and information governance, including responsibility for GDPR compliance, managing data-related risks and responding to incidents or breaches with confidence and clarity.
- Experience embedding data handling and cyber-aware practices across teams, ensuring legal, safeguarding and funder requirements are consistently met.
- Experience working with, or reporting to, a governing body or board, providing assurance, managing risk and responding constructively to scrutiny.
- Strong strategic thinking skills combined with a practical, hands-on approach.
- Excellent analytical skills, with the ability to use data to inform decision-making.
- A meticulous eye for detail and a proactive, problem-solving mindset.
- Strong commitment to safeguarding and supporting vulnerable young people.
- Values-driven, collaborative and motivated by making a tangible difference.
- Comfortable working in a small organisation where priorities evolve and impact is immediate.

### Desirable

- Knowledge of charity governance and regulatory requirements
- Experience of, or a strong understanding of, the requirements of operating as an Alternative Learning Provision (ALP), including quality assurance, reporting, safeguarding and accountability to commissioners or funders.
- Experience supporting or leading funding bids and funder reporting.

*We recognise that no candidate will meet every requirement. If you bring relevant experience and a strong commitment to our mission, we encourage you to apply.*

## Our Benefits

We want you to enjoy your work and feel supported in doing it. Our offer includes:

- 25 days annual leave + Bank Holidays
- An extra day off for your birthday
- 3% employer pension contributions
- On-site car parking
- Casual dress code
- A beautiful, calm office location near Clevedon seafront
- A supportive, relational culture
- Expectation of healthy work boundaries – we work well, not long

We are committed to helping staff thrive professionally and personally. We believe people do their best work when they feel trusted, supported and able to balance their professional and personal lives.

## Safer Recruitment

The JHF is committed to safeguarding and promoting the welfare of children and young people, and we expect all staff and volunteers to share this commitment.

This role is subject to the following safer recruitment checks:

- Enhanced DBS check
- Comprehensive reference checks
- Verification of identity and eligibility to work in the UK
- A credit check
- Completion of required Safeguarding, Prevent, and UK Data Protection training.

We follow safer recruitment guidance and take all necessary steps to ensure the suitability of staff working with children and young people.

## Equal Opportunities Statement

The JHF is committed to being an equal opportunities employer and to building a diverse, inclusive team. We particularly welcome applications from people with lived experience relevant to our work, as well as individuals from groups currently underrepresented in the charity and youth sectors – including people from global majority backgrounds, disabled people, LGBTQ+ communities, and those returning to work after a career break.

## How to Apply

Please email [recruitment@thejhf.org](mailto:recruitment@thejhf.org) and request our standard application form.

**Closing date for applications:** Monday 6th April 2026

**Interviews:** Week commencing 13th April 2026

We also welcome informal conversations about the role. To arrange a call, please email [recruitment@thejhf.org](mailto:recruitment@thejhf.org) to arrange a convenient time.

## Thank You

Thank you for taking the time to read this pack. We hope you will consider joining our team and helping to shape the future of JHF.





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[thejhf.org/](http://thejhf.org/)

Registered Charity Number: 1150442  
Also known as THE JACK HAZELDINE FOUNDATION LTD