



Role Briefing: Operations Director

Location	London SE13 based – with some time in SW18
Salary	£50k-£65k dependent on experience
Start Date	As soon as possible
Job type	Full time – on-site in person
Reports to	CEO
Direct reports	Operations Assistant & Finance Assistant

INTRODUCING ONWARDS & UPWARDS

Onwards and Upwards (O&U) is a charity created to directly tackle the cycle of reoffending driven by the barriers to unemployment faced; our purpose is clear, and our plan is simple. We will break the cycle of reoffending by starting sustainable businesses which train and employ ex-offenders. These must be organisations that people are proud to work for, provide personal and professional development, that operate in high demand sectors, and that showcase the talents and potential of ex-offenders as employees to businesses and society at large.

Our plan in the long-term is to launch, test, and grow a range of businesses that all follow this model – of training, supporting and employing ex-offenders in positive environments that are part of a community, with aspirational brands, and with full support for people to grow and move on with their lives.

Our first commercial venture is XO Bikes – where we train people to become qualified bike mechanics and then aim to find them meaningful jobs in the cycling sector and beyond.

THE ROLE

The next few years is a transformational time for Onwards and Upwards as we take the stride forward in starting our second venture, but only once we have secured a best-in-class training and support model, and delivered XO Bikes to sustainability. Beyond this we are an agile and entrepreneurial team that has a tendency for finding and taking advantage of great ideas and opportunities. To achieve all this we need a great Ops function, and someone leading it that can grow as we do.

We are looking for an organised, motivated, and experienced Operations professional to ensure O&U and our Commercial Ventures run smoothly and efficiently, our staff team is valued and supported, and our management teams are kept up to date and fully informed. This role would be perfect for an Ops Director excited by our approach and mission, or as a first step into a Director role for a proven Ops manager.

The primary responsibilities include:

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HR

Our staff and volunteers are central to what we do here at O&U and XO Bikes. We are a growing team and it is essential that all staff members feel valued and supported. The Operations Director will assist the core management team in ensuring we all work well together to fulfil the missional objectives of the charity. Tasks will include:

- Management of O&U and XO Bikes HR functions including recruitment, administration, compensation and benefits, training and development, staff wellbeing and performance management.
- Ensuring our staff team and volunteers are well qualified for their roles and developed both professionally and personally.
- Volunteer recruitment, management, and productivity

FINANCE

The Operations Director will need to have a good understanding of finance reporting and systems to inform leadership, manage budgets and cashflow and ensure we meet statutory financial requirements. They will manage the Finance Assistant who is responsible for keeping our finance systems up to date and managing day to day bookkeeping.

Finance tasks will include:

- Management of Finance Assistant to ensure accurate, timely and complete information is provided to Trustees and the O&U management team to inform strategy and planning decisions. This will include the following tasks:
 - Production of annual budgets and cashflows in conjunction with the management team
 - Management of relationships with auditors, Charity Commission and HMRC
 - Responsibility for statutory and management finance reporting including external independent examinations/audits.
- Production of monthly management accounts, balance sheet, cashflow and profit and loss
- Ensure timely filing of annual reports and accounts for the charity and any ventures the trustees are responsible for

OFFICE SUPPORT

The Operations Director will manage the Operations Assistant and ensure staff are fully set up and trained on all IT systems. This includes Microsoft office products, database management systems, HR platforms and retail/production systems.

- Operational management of IT services and support at O&U and XO Bikes
- Ensure IT provision is consistent, up to date and easily accessible to all staff and volunteers
- Ensure training is provided for all staff and volunteers

PREMISES MANAGEMENT

The Operations Director will ensure the offices, workshops and retail outlets are safe spaces, well maintained and fit for purpose. This will include the following:

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- Review building security and insurance provision annually
- Review health and safety policies and ensure training is provided to all staff
- Ensure fire regulations are complied with at all premises
- Review property leases and liaise with landlords as required by core management team
- Manage relationship with local council re business rates and discretionary relief applications
- Manage contracts with utility providers (includes lighting/heating/water)
- Manage support contracts re fire regulations, health and safety

CHARITY GOVERNANCE

The Operations Director will be the liaison between the UK Charity Commission, the trustees of O&U and the staff team. Tasks will include:

- Collation of updates from managers for the Trustees (6 reports per annum)
- Attendance at all trustee meetings
- Production and circulation of Trustee meeting minutes
- Charity Commission administration and reporting
- Trustee onboarding

LEGAL & COMPLIANCE

Ensure implementation of procedures and policies in line with all relevant statutory requirements concerning HR, Finance and Charity governance. Ensure O&U is kept up to date with all regulatory changes which affect the charity and our commercial ventures. This will include the following:

- Keep up to date with changing legislation and laws affecting companies and charities making appropriate recommendations to management on changes and other relevant matters.

THE PERSON

We are looking for someone who shares our belief that individuals who commit crimes should be given the opportunity to build themselves a positive and productive life atop the foundations of secure employment. The cycle of reoffending is an enormous issue, but one we can start to solve.

Our hope is to find an energetic, organised, and positive team player, similarly comfortable working independently. It is a very varied role and one that needs calm focus as well as spontaneity and initiative – things change fast here, and this allows us to progress towards our mission rapidly.

Most importantly, we want someone who cares as much as we do about why we exist – the people we aim to help. Bikes are an end to a means, and that means is giving people ready to turn away from crime the platform on which to launch a successful and rewarding career. Cycle broken.



As a rough guide, with poetic interpretation encouraged, we are looking for:

Essential skills

- A collaborative leader who can build relationships with staff members at all levels, inform decision making and help us fulfil our missional objectives
- 3+ years operational/management experience
- Sound understanding of financial management, reporting and accounting systems (Xero preferred)
- Highly motivated and driven self-starter, able to adapt quickly when priorities change
- Management experience in pastoral environments
- Highly proficient in Microsoft Office products and database management systems
- Excellent written and verbal communication skills, including experience in creating high-level reports and presentations

Desirable skills

- Experience of working with diverse communities
- Knowledge of charity governance structures and statutory requirements
- Accountancy/financial qualification
- Professional qualifications in business management or HR
- Experience of working with ex-offenders or in a prison setting
- Experience of volunteer management

How to apply

If you would like an informal conversation before applying, have any specific questions, or would like the chance to come and visit us in person please do contact Jo Watling at jo@onwardsandupwards.uk

To then apply please send an up-to-date CV and one page cover letter to jo@onwardsandupwards.uk. We will be reviewing applications as they come in so do please register your interest with us as soon as possible.

All applicants need to have the right to work in the UK and be able to provide two references.

We believe we'll work better if our employees come from different backgrounds and if we create an environment of inclusion and belonging for them.