

Role title	Operational Lead		
Location	London- Camden and Islington & Hybrid (WFH)	Salary	£35,490- £37,310 *pro-rata if part-time
Hours	Full-time (35 hrs/week) *However, we will accept applications for part-time hours- min 21 hours/week	Contract type	One-year rolling contract with the possibility of becoming permanent
Accountable to	CEO and Board of Trustees	Start date	ASAP

Job Description: Operation Lead

About ALAG and the Autism Hub

ALAG (Asperger London Area Group) has been a registered charity since 2015.

ALAG is a pan-London membership community organisation, supporting autistic adults without a learning disability. We work in partnership with statutory services and the voluntary sector to highlight the needs of autistic adults.

We are dedicated to seeking practical initiatives and solutions when supporting individuals to come to terms with their diagnosis and to providing the tailored support that is essential to their well-being. One such initiative is the Autism Hub which was established in 2018 in the London Boroughs of Islington and Camden.

The Autism Hub – A user led service, by and for autistic adults who do not have an accompanying learning disability. There is little provision in place for this group of autistic adults. They tend to fall through the gaps in services being told they do not meet the criteria and are, thus, ultimately left without the support they need. Our aim is to improve the quality of life for autistic adults by connecting people to resources, services and organisations from a central point - “The Hub”.

The Autism Hub offers advocacy, peer support, expert advice, information, and signposting to service users, their families and carers and other professionals, as well as specialist autism counselling. The Autism Hub also provides bespoke autism-lead training to external partners, professionals and organisations

What’s the opportunity?

This is an exciting opportunity to join and support a growing and developing user-led grassroots organisation.

We are looking for an experienced, passionate, innovative, adaptable, self-motivated and committed Operational Lead to oversee the day-to-day operations of the charity and further develop the infrastructure of the Autism Hub & ALAG.

The successful applicant will be responsible for providing sound, motivating leadership and creating a work atmosphere where our dedicated, talented team can thrive. You will be responsible for leading on delivering the charity's services, which includes managing and overseeing projects, policies and procedures within the organisation.

You will be working as part of a growing, busy, collaborative and motivated team and be able to adapt well to changing priorities. You will have oversight of a team of 10-12 people including contracted staff, volunteers and directly manage 3-5 members of the team.

You will work alongside the CEO, staff team, trustees and charity accountant in ensuring strong financial management of all projects. You will report to the CEO and Board of Trustees, attend quarterly board meetings and produce regular reports on the activities and outcomes to stakeholders.

The role will also involve evaluating the organisation's processes and ensuring they are efficient and accessible, as well as ensuring we meet our Key Performance Indicators (KPIs). This will inform operational development and future strategies.

Person specification

Essential Criteria

- An understanding of autism and experience working with autistic adults without a learning disability
- Strong understanding of the duties of statutory services and key legislation that underpins the rights of autistic people
- Knowledge and practice of relevant legislation – Autism Act 2009 and National Strategy, Care Act 2014, Mental Health Act 1983, Mental Capacity Act 2005, Equalities Act 2010, GDPR 2018
- Experience developing and optimising support services for disabled people
- An understanding of the third sector and health and social care landscape in London
- Proven track record in an operational, managerial role within the third sector
- A strong leader and manager, with proven experience mentoring a staff and volunteer team, providing guidance, support, and development opportunities, and driving towards excellent outcomes
- Experience leading the delivery of high-quality services for charity beneficiaries
- Defining and delivering organisational goals, objectives, and key performance indicators (KPIs) for operational efficiency
- Ability to plan and manage budgets and contribute to decisions on the allocation of resources
- Developing infrastructure- policies, procedures, and processes within the developing service provision
- Provide strategic vision and leadership for the operations team, setting overall goals and objectives for team members
- Ensure robust implementation and efficiency within the agreed processes in conjunction with the operations team

- Monitor use of software and processes used in the organisation to ensure the effective management of data and client journey
- Knowledge of the voluntary sector, grants, monitoring processes
- Experience of producing monitoring reports using data, case studies, and user experience feedback
- Proven ability to effectively manage projects, ensuring key objectives, plans and activities are successfully delivered
- Proven ability to create a positive working environment in which diversity is celebrated, and staff are empowered and motivated to do their best
- A passion for creating inclusive cultures and using the social model of disability to build a more inclusive society
- A collaborative and team-oriented approach to working with colleagues, partners, and external organisations
- Lead on and support others to navigate member experiences including complaints
- Excellent levels of discretion and judgement as well as experience of dealing with sensitive information
- Experience of overseeing safeguarding procedures in line with the safeguarding policy and supporting the staff team and volunteers with the safeguarding process
- Proficient written and verbal communication skills, with the ability to articulate complex ideas and proposals effectively
- A creative and innovative approach to problem solving, exploring new ideas and approaches to achieve organisational objectives
- A strong understanding of reasonable adjustments in the workplace
- Flexible approach to work and being hands-on to get the task done
- Able to ensure compliance with industry best practices and guidelines

Desirable Criteria

- Experience of being a Safeguarding Lead or willingness to take on these duties
- Experience in supporting an organisation to successfully apply for funding and managing multiple grants or willingness to learn
- Good understanding of HR matters and appropriate processes that need to be considered when managing a team of people- with the support of the HR Coordinator

General

- Willingness to undertake any other reasonable duties as may be required
- Eligibility to work in the UK

Please send your CV and Covering Letter outlining how you meet the listed criteria for the Person Specification.