



OPERATIONS & CONTRACTS MANAGER - JOB DESCRIPTION

Contract:	12 month initial contract (with the intention to become permanent as funding allows)
Hours:	Full Time / Open to part time
Location:	London Hybrid / Remote. Office based employees are expected to be in the office two days per week. Remote team members are required to travel to our London HQ at least once a month; if you are on a remote working contract, your travel to the London office for team days will be paid. This is a UK based role; you must have the right to work in the UK to be considered.
Salary:	£33,000 - £35,000 gross FTE per annum. Team members that come into the London office 2+ days per week are entitled to an additional office allowance of £2,000 FTE per annum.
Travel:	There are no specific travel requirements for this role, though we do ask all team members, wherever possible, to be available to support two key youth events each year including overnight stays.
Benefits:	30 days annual leave, flexible working environment, enhanced sick pay, 5% employer / 3% employee pension contribution, bike to work scheme
Reporting to:	Director of Finance and Operations
Please note:	Owing to the nature of this role, any offer of employment with Bite Back will be subject to a satisfactory enhanced DBS check.

Do you want to work with a vibrant, dynamic and youth driven organisation that is committed to creating healthy futures for British children by improving the food system?

Be part of the creative, agile and growing team behind Bite Back's exceptional teenage activists. Join us as our Operations & Contracts Manager and contribute to our journey to help make the food system healthier and fairer.

At Bite Back we are committed to ensuring our staff team is representative of the diverse world around us and therefore we encourage candidates with a range of lived and professional experiences to apply. We particularly welcome applications from people of colour, LGBTQ+ people and disabled people. We will use positive action under the Equality Act 2010 to appoint from these underrepresented groups if two candidates are equally qualified.

About Bite Back

We're surrounded by junk food. From the moment we're born, every second of every day, children are being targeted. Giant companies manipulate them with colourful, cuddly, clever marketing, deceive them with packaging claims and pump products at them that are full of junk. It's become the cultural wallpaper. Now, it risks destroying the health of a generation.

Over a third of 10/11-year-olds leave primary school with an increased risk of developing food-related conditions like type 2 diabetes and heart disease in their future.

The good news is, it's totally preventable. And we're biting back.

Bite Back is a youth activist movement challenging a food system that's been set up to fool us all.

We do this by:

- 1) Calling out the manipulation of the junk food giants.
- 2) Demanding higher standards from food marketing and from everyday food itself.
- 3) Mobilising and equipping young people in the fight for better food.

We do all this so we can bite back against a global epidemic of food-related ill health.

Role Description

The Operations & Contracts Manager is a new role at Bite Back and will lead our general operations support function to the team. We are a relatively new non-profit, established in 2019, and have now grown to a staff team of nearly 30 people with a turnover of £2.3 million.

Bite Back was initially housed within the umbrella of our founder's company, the Jamie Oliver Group, and in the past 18 months we have decoupled our finances and operations and become a fully independent non-profit. We have further work to do to strengthen our operations as we seek to grow further and this role will be critical to this independence. We are increasingly receiving restricted funds and contracts for service and expect this type of funding to grow this year.

It is an exciting time for an operations professional to join the team and be involved in the strategic and operational development ahead at Bite Back.

Responsibilities

The Operations & Contracts Manager is responsible for:

Contract management

- Leading compliance with contract terms and conditions.
- Drafting and processing all contracts of service with Bite Back's suppliers and freelancers.
- Leading the procurement of services and goods internally, ensuring Bite Back implements transparent, value for money practices as well as holding regular contract reviews.
- Working with the Senior Finance Manager and People & HR Manager to ensure financial tracking and monitoring of contract revenue and expenditure.
- Supporting the review of funding contracts, working alongside the Grants & Fundraising Manager and Programmes teams to ensure terms and conditions are monitored and delivered against, including performance of any sub-contracting partners.
- Reporting contract performance trends and issues to Programmes colleagues and management.

Technology Infrastructure

- Working with our outsourced IT support company to deliver IT projects that ensure Bite Back's secure network, and quality of IT support to our team members.
- Re-confirming our annual cyber essential accreditation, working on implementing recommendations and requirements ahead of each annual review.
- Developing the next phase of our Salesforce utilisation ensuring the CRM delivers for all teams that need it, developing business processes and rolling out training.
- Researching and implementing project management software, training the team and finding ways to ensure effective and consistent operationalisation.
- Developing an effective IT policy, including the use of AI, alongside robust practices that ensure our security.
- Leading any other technology projects as identified.

Compliance

- Leading on Health and Safety for Bite Back, developing an organisation policy and co-ordinating regular first aid and fire warden training in conjunction with the youth team and our Fivefields office team, as well as workplace desk assessments.
- Data Protection / GDPR Lead - ensuring Data Protection policies and regulations are adhered to, working closely with the Digicomms team on this, regularly reviewing and updating policies and responding to any data breaches.
- Supporting the Director of Finance and Operations with any legal review needs on public activities, campaigns, intellectual property requirements.
- Ensuring compliance of policies and procedures at Operations level.
- Supporting the compliance with all regulatory and legal requirements for Bite Back, facilitating a culture of good practice and robust governance.

General Operations Support

- Supporting international travel by implementing our travel framework practices, supporting travel leads with their bookings and risk assessments. Acting as account manager for our travel company, training team members on using the platform as needed.
- Supporting operations team colleagues with policy development as needed.
- Managing the relationship with Fivefields office team, checking invoices and troubleshooting any facilities issues as they arise.
- Co-ordinating regular updates to the Bite Back team on all operational issues.
- Pursuing organisational accreditations.
- Assisting with special projects as required.
- Any other duties as reasonably required.

Skills / Experience

We recognise that the list below is broad and we realise that the “ideal candidate” doesn’t really exist. What we will be looking for as we evaluate applications is demonstrable experience in at least some of these, and evidence of capacity to build skills in other areas.

Please don’t be put off applying for one of our jobs because you can’t demonstrate every skill. If you're passionate and excited about working for us, and possess the main skills and experience we are looking for, go ahead and apply. You could be just what we are looking for!

The ideal candidate would have the following experience and qualities:

- Comprehensive knowledge of CRM and project management software packages, with experience procuring and implementing them across diverse uses.
- Demonstrated track record of implementing operational solutions in a non-profit setting, ability to influence people internally, analyse complex information and present it in a usable, appealing format for colleagues.
- Strong understanding of the compliance and regulatory needs of UK charities.
- Effective communication skills, including written, and the ability to convey complex information to an audience.
- Technology minded, someone who loves tech solutions and the way they can bring efficiencies and enhanced effectiveness to organisations, removing bottlenecks and supporting growth.
- Solutions focused with a proven track record in charity management and a good understanding of the environment in which charities operate.
- Some experience of operationalising health and safety practices.
- Understanding of data protection and GDPR regulations and how to operationalise good practice across multiple teams.
- Good understanding of the principles underpinning good contract and procurement management.

Approach to Work

You will be able to show the following qualities:

- Honesty and integrity.
- Ability to work under pressure and meet deadlines.
- Detail-oriented, good at problem-solving with ability to robustly follow through on lines of enquiry.
- Self-motivated, solutions focussed and pro-active.
- Strong interpersonal and communication skills as part of a highly nimble, collaborative team.
- Discretion and respect for confidentiality.
- A sense of humour - we believe work should be fun and that we all perform at our very best when we enjoy what we do.
- Creativity - you will come at issues from new and surprising angles.
- A commitment to Bite Back's values: Fresh, Resilient, Respectful, Energetic, Real.

How to Apply

Please apply with a CV and covering statement (maximum two sides of A4) explaining why you are a good candidate for this position.

The covering statement is your opportunity to tell us why you're a good fit for this role. We know it's a big job so we don't expect you to have everything we are asking for on day one and we are committed to providing support and training. Do look at each point under Skills and Experience and Approach to Work to give clear, specific examples of how you meet them through your personal or professional experience (volunteering counts too!)

Don't forget to tell us why you want the job!

If you have any questions about the role or the application process, do contact us on recruitment@biteback2030.com and we'll be happy to help. We will only accept applications submitted via the charityjob website. This is because charityjob automatically anonymises all applications to reduce bias in the selection process.

Applications will be handled in line with our [Recruitment Privacy Policy](#).

Timeline

- Applications close at **09:00 on Thursday 6th March 2025**
- Initial interviews are expected to take place on **Friday 14th March 2025**
- Second interviews will happen at Fivefields, 8-10 Grosvenor Gardens, Victoria, London, SW1W 0DH on **Thursday 20 March 2025**

If you are in receipt of means tested benefits and cost is a barrier to attending a London based interview, please let us know and we can help with booking your travel.

We are testing an approach of sharing one interview question in advance as part of our commitment to being more inclusive. Please let us know if you require any additional support or reasonable adjustments for the application, or interview. We really want our process to feel accessible.