

Senior Operations Manager

Dear Candidate,

Thank you for your interest in the post of Senior Operations Manager at Imkaan. Please find below the following documents that will enable you to apply to this post.

APPLICATION PROCESS: To apply to this post please submit the following:

- A Curriculum Vitae *demonstrating* how you meet the essential requirements.
- Cover letter (no more than two pages) detailing your responses to the questions:
 - (1) How do you meet the Essential Criteria of the post?
 - (2) Why do you want to work for Imkaan?
 - (3) What contributions would you like to make to our work?
 - (4) What is your understanding of intersectional social policy?
- Declaration (see form below)
- Recruitment Equality and Diversity Monitoring Form (download from our website and complete separately and submit with the application)

Deadline: 23rd of March 2024 5pm (immediate start preferred and we may close the vacancy early). Applications should be emailed to recruitment@imkaan.org.uk. Incomplete applications will not be accepted.

EQUALITIES

- Imkaan is an all female Black organisation and we require the post holder to be both female and Black or a Person of the Global Majority. This is a Genuine Occupational Requirement (GOR), Schedule 9 (Work; Exceptions), Part 1 (Occupational Requirements), of the Equality Act (2010) applies.
- This post is open to job share.
- Disabled applicants who meet the essential criteria are guaranteed an interview.
- Please contact us if you need reasonable adjustments to be made to allow you to attend the interview.

We would prefer face to face, in-person interviews but at our convenience may arrange interviews by zoom on. We reserve the right to end the recruitment early should sufficient quality applications be received ahead of the closing date.

We wish you all the best in this process.

Mary Clarke and Ghadah Alnasseri

Interim Co Executive Directors

ABOUT IMKAAN

Imkaan was established in 1998 as a second-tier umbrella organisation to support the specialist by and for Black and minoritised women and girls' sector committed to ending Violence Against Women and Girls (VAWG). Imkaan currently has a membership of 41 organisations in England, Scotland and Wales. Imkaan's core activities have been developed around three overlapping strands – development, research and strategic advocacy. Under these strands, Imkaan delivers the following work: member support and sustainability, training, research and evaluation, policy and strategic advocacy.

Imkaan has also developed a resourcing framework called Margin to Centre. Under this framework, we generate funding for the Black and minoritised women and girls' sector with the aim to support small grassroots organisations.

Imkaan's vision, **mission** and values are grounded in all aspects of our work and in the development of the organisation. Imkaan's **vision** is self-determination and autonomy for every black and minoritised woman and girl. Imkaan's mission is to end violence against Black and minoritised women and girls by amplifying our diverse voices. Imkaan's **values** include equality, authenticity, Black feminism, integrated approaches to VAWG, empowerment, voice, by Black women for Black women, the human rights approach, social justice, members support and aspiration and vision.

To achieve our vision, mission and values we work for systemic change ensuring that Black and minoritised women and girls are included in all aspects of society. Imkaan achieves inclusion by working under human rights, social justice, anti-racism and equalities frameworks. Imkaan identifies as an intersectional organisation and our approach to intersectionality recognises how interlocking oppressions including age, class, caste, ethnicity, race, gender, sexual orientation, disability and migrant status among others impact the lives of women and girls and create barriers to rights and resources for them. Through the intersectional approach Imkaan ensures that Black and minoritised women and girls' lived experiences and material realities are not reduced to tick box exercises or located at the margins.

The post of Senior Operations Manager will support staff and teams across Imkaan and support the management, governance and development of the organisation. This includes managing the internal infrastructure, supporting the development of staff, overseeing policies and procedures within the organisation, overseeing governance, supporting financial management, and managing the HR process and trustee administration. The postholder will implement HR good practice in the context of a Black feminist organisation. The post reports to the Executive Directors and will work closely with them. For more information about Imkaan, you are encouraged to visit the website at www.imkaan.org.uk where you will find resources, information and

publications that will help you to understand who we are, what we do and how we work. All posts at Imkaan are dependent on the funding available.

JOB PROFILE

Senior Operations Manager

Job Title: Senior Operations Manager

Location Address: 3rd Floor, Tindlemanor 52-54 Featherstone Street London EC1Y 8RT

Hours / Week: 35 hours

Salary: Up £45,000

Reporting to: Mary Clarke - Interim Co Executive Director

Duration: Permanent

Office Base: Hybrid - London and home-based

AIMS OF THE POSITION

The Senior Operations Manager Key Responsibilities:

- **Financial Management and Risk:** You will provide leadership and support to the Executive Directors and Senior Leadership Team, ensuring robust financial management. You will identify areas of concern and suggest mitigations, and oversee the charity's Risk Register, ensuring effective risk management.
- **HR and Wellbeing:** You will manage day-to-day HR activities, including recruitment, onboarding, and addressing HR queries and support the charity's wellbeing package.
- **Governance:** You will work closely with the Executive Directors and Trustees to support Trustee activity and ensure that organisational policies are updated and inline with current Voluntary and Community Sector best practice.
- **Operations:** You will oversee IT systems, including collaboration with outsourced IT support and managing day-to-day issues. You will provide management support for procurement, GDPR, information management, learning and development, and health and safety. You will also be responsible for overseeing the roll-out of any software or IT systems.
- **Line management:** Operations Assistant, providing support and developing staff within your team.

The Senior Operations Manager will have experience managing finance and operations functions, ideally within a small charity, and with experience of prioritising and managing a complex workload. The successful candidate will have a can-do

attitude, capable of managing diverse administrative and operational activities with an understanding of governance, HR processes, and procedures in a charity or voluntary sector setting. You will have strong communication skills and the ability to manage relationships with internal and external stakeholders. You will be comfortable working in a remote setting and able to work independently and flexibly. You will have high levels of IT literacy, including proficiency in Google software, project management software, and cloud-based systems. The successful candidate will be able to demonstrate commitment to the values and feminist and anti racist ethos of the charity.

The role is hybrid, and the successful candidate will be committed to working from our London offices at least 2 days per week. A laptop and telephone are provided.

Due to the nature of our work and this role, the appointment is subject to satisfactory Disclosure and Barring Service (DBS) check, as well as references. Only in exceptional circumstances may we recruit whilst DBS checks are underway.

This is a fantastic opportunity to join a passionate and dedicated team. If you are excited by this and have the relevant skills and experience to apply, we would be delighted to hear from you

ESSENTIAL SKILLS AND EXPERIENCE

Your application must address these. If you do not have direct experience, it is acceptable to give examples of transferable skills

- Administration of board meetings.
- Knowledge and practical experience of working of senior level management.
- Support infrastructure development which includes operations, human resource management, finance, strategic development and policies and procedures.
- Knowledge and experience of Charities Commission and Companies House regulations and ability to work with the regulatory regimes.
- Experience overseeing finance and working with finance systems, accountants and auditors to ensure the smooth running of the finance of the organisation.
- Financial management, including working with financial managers to develop quarterly budgets, co-ordinate invoicing and purchase ledgers, expenses; ensuring project budgets are on track and overseeing monitoring reports to funders.
- Provide overall HR management for the organisation by ensuring all HR policies and procedures are up-to-date and being implemented across the organisation.
- Manage induction processes

- Undertake annual review of HR policies and procedures and implement any amendments, new processes and other actions ensuring that HR is operating in line with current legislation.
- Support organisational governance, manage organisational policy reviews and ensure policies are updated and approved by trustees.
- Stay updated about current legislation and advise and guide the Executive Director and Senior Management Team as appropriate.
- Support the Executive Director and Senior Management Team to effectively manage their teams offering guidance and good practice advice as needed.
- Provide line management support to admin staff at Imkaan
- Support all stages of recruitment and induction processes leading the recruitment strategy for Imkaan, advising on recruitment good practice and providing leadership to continuously improve processes. Participate on recruitment panels as necessary.
- Induct new staff to Imkaan making sure they are settled in post and have the support they need.
- Undertake performance management as and when required addressing performance issues as they arise for team members.
- Report to the Executive Director.
- Work alongside the Executive Director and management team addressing the strategic development of the sector.
- Provide direct management to central services which consist of central operations and communications.
- Attend SMT as required to provide feedback and guidance on internal practices.
- Preparing well analysed information for briefings and presentations about internal processes and performance when required.

GENERAL REQUIREMENTS OF POST

Acting in accordance with Imkaan's policies, procedures and ethos including the Equalities and Diversity Strategy - Occupational Health and Safety Policies and Procedures.

- Organise and deliver regular meetings setting agendas, ensuring minutes are produced and any other actions delivered.
- Teamwork and collaborative working as a part of an organisation and partnership.
- Experience integrating intersectionality into the work considering perspectives located in Black and minoritised services and the anti-racism framework.
- Awareness of specialist support relevant to the black and minoritised women's sector working to end VAWG.
- Contribute to the planning and coordination of the yearly AGM and annual report as required.
- Working at all times with the best interest of Imkaan in mind and to avoid any

action that may cast Imkaan and/or its activities into disrepute.

- You don't need experience across all aspects of the job as that will form part of your development journey, and as a Black feminist organisation we are committed to developing our staff.
- Great analytical skills, and can weigh up information from different perspectives, but equally know when to seek support to help find solutions.
- You love a challenge and have an openness to continuous learning and development, sharing knowledge, and learning from others.
- Undertaking any duties consistent with the post as may be reasonably requested by the Executive Director.
- You are passionate about helping Imkaan end violence against women and girls (VAWG); you want to use your skills to support Black and Minoritised women; and you are committed to sound values based work with a feminist approach.

DECLARATION

To the best of my knowledge all of the particulars I have given is true. I understand that the completion of this form does not guarantee employment, and that any false statement may disqualify me from employment to render me liable to summary dismissal. I also understand that no offer of employment made to me will be binding unless confirmed to me in writing. For the purpose of the Data Protection Act 2018, I give my consent to the holding and processing of my personal data by the Organisation for all purposes relating to the recruitment and employment process.

Signature	
Date	
Print first name	
Print surname	

IMKAAN EQUALITY & DIVERSITY MONITORING FORM

To assist in the monitoring of our practice, applicants for posts with Imkaan are asked to provide the information below. By completing the form, you will help us to better understand how we, as an employer, ensure equality of opportunity. You do not have to answer any or all the questions, but we do hope that you will.

This form may be returned separately from your application, if you wish. The information provided will be treated in the strictest of confidence, will not be connected to an individual applicant and will not be available to members of the selection panel.

If you have specific access requirements, please inform us when you return your CV and personal statement

How do you define your ethnicity? (Please include information that is relevant / important to you e.g. you may define as 'Black British' and 'African Caribbean')
Age
How do you define / describe your sexuality? (e.g. Lesbian, Bisexual)
What is your gender?
Do you consider yourself to be disabled?
Do you have a religion / faith? If yes, please state what that it (e.g. Buddhist)
Is there any other information relating to your social identity that you wish to add?

Thank you for completing the form