

# SOUNDDELIVERY MEDIA

**Amplify - Understand - Influence**

Charity number: 1192516



**Recruitment pack**

**Operations Manager**

**January 2024**

# WELCOME!

Dear Applicant

Thank you for your interest in joining our team as our Operations Manager.

Sounddelivery Media is a small, dynamic and supportive charity. We amplify lived experience stories and expertise to address social inequalities. To do that, we work alongside some incredible people and organisations, helping them to develop their confidence, skills and platforms to influence public conversation.

We've achieved much and are already recognised for providing crucial activities in support of civil society and its leaders. You can [read about our impact](#) here. But there's so much more we're ready to achieve, and this is an exciting time to join us.

We're set to launch our three year strategy, pushing forward in our mission to put lived expertise at the heart of media conversations, policy and practice change. It's an extensive programme of work and we need the capacity, skills and talent to deliver it. Your place in our organisation will be key to helping us do that.

We're excited to be advertising this opportunity and pleased that you are considering joining us on this journey. I hope this information pack will provide you with the details you need to make your application.

If you'd like to find out more about the role before applying, please join our informal Zoom call on Tuesday 30 January at 1pm or request a recording of it. You'll find more information on page 9.

***Jude Habib, Director***

# Why work with us

Work with us and you'll be joining a small, friendly and supportive team. We are currently a staff team of three, and have six highly-experienced and engaged trustees. You can [read more about the team](#) on our website.

Beyond the core team, we're also privileged to work with a community of determined charities, community leaders and their networks who share our values and mission. We build genuine relationships with the people we support, have a strong track record and receive great feedback from our clients.

We want you to be proud of working with us, and feel supported to deliver your best. As such, we offer flexible working, alongside training and development opportunities. We also have a ring-fenced team wellbeing budget which we will use on ideas sourced from the team. And, as a growing organisation, this really is a great time to join us and shape the direction of our charity.

Currently we have access to an office in Holborn, London. We often meet as a team on Tuesdays and Thursdays, with the remainder of our time working from home.

We are currently reviewing our office needs.

*"I've gone from standing in the picket lines trying to shout over a sea of other voices to being able to walk in the front door and have a conversation face to face, valued conversation and they are actually listening."*

**Jan Cunliffe Co-Director of JENGbA,  
Spokesperson Network member**

# Our vision, mission and values

**Vision** A world where lived experience voices are at the forefront of public conversation, policy and social change.

**Mission** We collaborate with community leaders and their networks, developing ongoing relationships, to ensure lived experience and voices are at the heart of policy and practice change. We strive to instil lived experience and individuals' voices in everything we do, and will work towards greater representation and diversity in the voices heard in the media.

**Values** Our values are at the heart of everything we do. We believe in:

*Trust* We listen, we learn and, together, we take action

*Collaboration* We work alongside people to reach their full potential

*Connection* Connected with which stories need to be told, where and how they can be told to have a lasting impact

*Commitment* To those we work with and the challenges they face in getting their voices heard. Our work is long term.

*"Sounddelivery's work has been transformational for all who have attended their workshops, including panel members and staff. Their humour, expertise, sensitivity and passion shine through. They have increased the confidence and know-how of Family Rights Group's panels to share their lived experiences and knowledge in creative and safe ways."*

**Cathy Ashley, CEO of Family Rights Group**

# About the role

The Operations Manager is a key member of the Sounddelivery Media team. We're looking for someone with strong strategic and operational planning skills with proven experience in budgeting who is able to work independently with the support of the team and who will thrive in helping our organisation to run smoothly.

## Key information

<b>Salary:</b>	£42,000 per year (pro-rata)
<b>Hours:</b>	22.5 hours per week (days to be agreed with the Director)
<b>Duration:</b>	One-year contract, including standard probationary period, with opportunity for renewal, subject to ongoing funding
<b>Annual leave:</b>	28 days per year holiday plus bank holidays (pro rata)
<b>Pension:</b>	3% pension contribution
<b>Other benefits:</b>	Access to a mentor after six months in the role Training budget Team wellbeing budget Health Assured Employee Assistance Programme
<b>Place of work:</b>	Home-based with the expectation of attending regular team meetings (approximately once every 5-6 weeks) at our Holborn office in London.
<b>Start date:</b>	ASAP and, ideally, no later than the 1st April

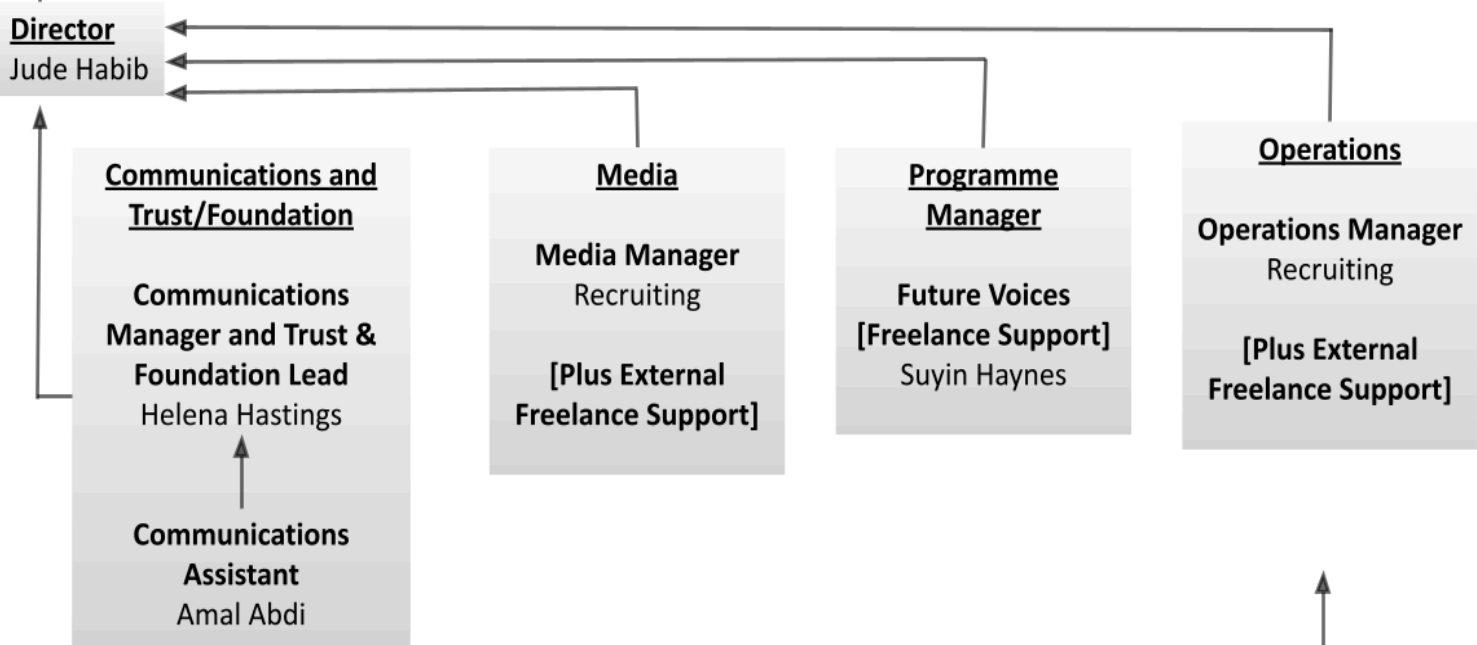
**Applicants must have the right to work in the UK. Please note, the successful appointee will be subject to both a Disclosure & Barring Service check and also a Financial check – these are requirements of this role.**

# Team structure

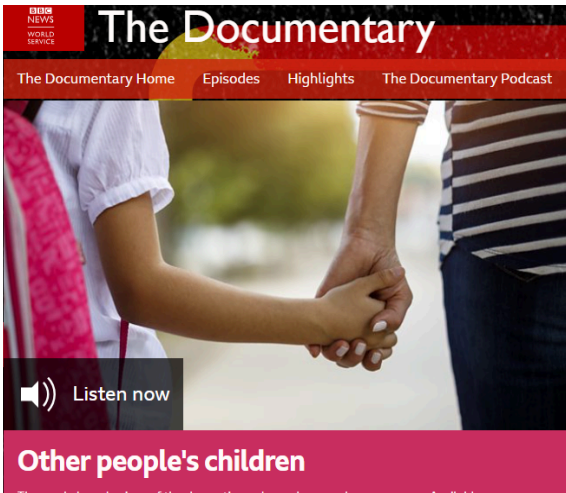
## Sounddelivery Media - Structure January 2024

### Board of Trustees

Emma Harrison (Chair), Sylvie Carlos, Colin Falconer, Lisa Jonas (Treasurer),  
Craig Jones MBE, Darren Murinas



↑  
Reporting lines



# Job description

<b>Job title</b>	<b>Operations Manager</b>
<b>Main purpose</b>	<p>As the Operations Manager, you will be an experienced versatile generalist who can diligently complete a wide variety of tasks and successfully juggle competing priorities.</p> <p>You will ensure the organisation runs smoothly across a variety of domains including finance, charity compliance, human resources, fundraising, logistics, the development of internal processes and policies, as well as providing support to the Board of Trustees.</p>
<b>Key tasks</b>	<p><b>Strategic planning, operational planning, and budgeting process</b> – working with the Director, ensure all planning and operational processes enable the delivery of our charitable objects.</p> <p><b>Regulatory compliance, charity governance and operations lead</b> – enable the Director and the Board to ensure appropriate compliance with all relevant regulations/laws.</p> <p><b>Operational delivery</b> – lead on delivering operational, finance and HR support, as well as overseeing day-to-day budget and finances working closely with the Director.</p> <p><b>People management</b> – lead on all aspects of our HR operational needs, taking charge of our recruitment, people development and staff support, working with line managers as required.</p>



<b>Key results/ objectives</b>	<ol style="list-style-type: none"> <li>1. Oversee any <b>compliance and legal issues</b> associated with our work, including data protection, supplier contracts.</li> <li>2. Oversee <b>statutory requirements</b> including preparing our annual report and accounts with the input of programme staff, and reporting to the Charity Commission.</li> <li>3. Provide <b>strategic support</b> for the charity, supporting the ongoing review of our Mission, Values, Theory of Change. Build on our logic model for an organisational strategy to review.</li> <li>4. Support our <b>business planning</b> to establish a policy and decision making framework to ensure that all contract opportunities and grant applications are costed, priced, assessed for staff resources and can be met within capacity.</li> <li>5. Work with the team on <b>planning and scheduling</b> to clarify priorities and ensure capacity management, assess and update risk register and risks arising to report to Trustees, support processes around key project planning.</li> <li>6. <b>Review, update and implement policies, processes and protocols</b>, identified from a risk management perspective, to support efficient and cost effective delivery of the Charity's overall objectives.</li> <li>7. Improve productivity and efficiency by <b>establishing and overseeing systems and processes</b> that allow for the smooth running of the office, charity operations and projects for both in-person and remote work – in collaboration with the whole team.</li> <li>8. Work alongside the Director, accountant and trustees on the <b>Budgeting Framework and Fundraising Strategy</b>. Create a fundraising strategy bearing in mind funds already committed and balancing income for project work against fundraising opportunities.</li> <li>9. Review on an ongoing basis our <b>HR processes and charity policies</b> for staff and freelancers working at SDM. This would include the creation of recruitment processes and the management of staff wellbeing.</li> <li>10. Report to the Trustee Board on all operational issues, providing appropriate secretariat support.</li> </ol> <p><b>The duties above are neither exclusive nor exhaustive and the post holder may be required by their line manager to carry out appropriate duties as directed and required from time to time.</b></p>
<b>Responsible for staff/ equipment</b>	<p>No line management responsibility associated with this post – generic support for the wider team is required as with all posts in the charity.</p>
<b>Reporting to</b>	<p>Jude Habib, Director</p>



# Person specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> <li>Relevant qualifications, eg, in business, administration, finance and/or programme management.</li> </ul>
Experience/ knowledge	<ul style="list-style-type: none"> <li>Evidence of strategic and operational planning in previous role(s).</li> <li>Proven experience in finance administration and budgeting, both at programme and organisational level.</li> <li>Experience of managing finance or administrative staff.</li> <li>Experience of designing and setting up new operational systems and support.</li> <li>At least five years of employment in an office environment.</li> </ul>	<ul style="list-style-type: none"> <li>Previous work experience with a non-profit organisation.</li> <li>Working at board level and/or supporting board meetings.</li> <li>Background or interest in charity fundraising.</li> </ul>
Technical skills	<ul style="list-style-type: none"> <li>Strong project management skills, with good attention to detail.</li> <li>Excellent IT skills, including Google Drive, Word, Excel.</li> <li>A commitment to quality.</li> </ul>	<ul style="list-style-type: none"> <li>An understanding of charity governance.</li> <li>Spreadsheet and database development and management.</li> <li>Knowledge of Xero, Monday, Breathe or similar systems.</li> </ul>
Personal skills	<ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills, both oral and written.</li> <li>Keen attention to detail and a high level of accuracy.</li> <li>Ability to prioritise, manage multiple tasks simultaneously and meet deadlines.</li> <li>Ability to work unsupervised, and with a wide range of stakeholders.</li> <li>High degree of personal motivation, including the ability to work independently as well as collaboratively.</li> <li>Able to multitask and work well under pressure.</li> <li>Ability to develop good working relationships with colleagues, suppliers and stakeholders.</li> <li>A friendly 'can do' approach and a sense of humour.</li> </ul>	<ul style="list-style-type: none"> <li>Interest in social change.</li> <li>Good influencing skills.</li> </ul>
Other	<ul style="list-style-type: none"> <li>Permission to live and work in the UK.</li> </ul>	

# How to apply

<b>Find out more session</b>	<p><b>Tuesday 30 January 2024: 13.00-14.00</b></p> <p>This Zoom webinar will give you a chance to meet the Sounddelivery Media team, hear more about what the role involves and ask any questions before you apply.</p> <p><b>Registration link</b> <a href="https://us02web.zoom.us/meeting/register/tZEIcEuhrjkpEteKvQmeAZx5TXe8_C3wIUlg">https://us02web.zoom.us/meeting/register/tZEIcEuhrjkpEteKvQmeAZx5TXe8_C3wIUlg</a></p> <p>If you can't make the session live, then contact <a href="mailto:amal@sounddelivery.org.uk">amal@sounddelivery.org.uk</a> for a link to the recording.</p>
<b>Apply here</b>	<p>Please apply as soon as possible through our recruitment portal:</p> <p><a href="https://sounddeliverymedia.beaconforms.com/form/a45e1c15?gaid=1156045418.1705486678">https://sounddeliverymedia.beaconforms.com/form/a45e1c15?gaid=1156045418.1705486678</a></p>
<b>Closing date</b>	<p>Wednesday 14 February 2024 at 17.00</p>
<b>First-round Interviews</b>	<p>Tuesday 27 February 2024 (via Zoom)</p> <p>Interviewers:</p> <p>Jude Habib, Director, Sounddelivery Media</p> <p>Amanda Lee, Head of Strategy &amp; Research Development St Oswald's Hospice (and former Sounddelivery Media Operations Manager)</p> <p>Interviewee 3 TBC</p>
<b>Second-round interviews</b>	<p>Thursday 7 March 2024 AM (via Zoom)</p> <p>Jude Habib, Director, Sounddelivery Media</p> <p>Lisa Jonas, Assistant Director Business Planning &amp; Governance, National Theatre and Treasurer Trustee, Sounddelivery Media</p> <p>Interviewee 3 TBC</p>

Sounddelivery Media is committed to an inclusive and accessible recruitment process and encouraging equality and diversity among our workforce. If you require any reasonable adjustments to support your application or interview, please reach out to us via [jude@sounddelivery.org.uk](mailto:jude@sounddelivery.org.uk)