



JOB DESCRIPTION

Job Title:	Director of Operations
Salary:	£45,991 – £53,999
Contract:	Permanent
Reporting to:	Chief Executive Officer
Hours:	35 hours per week
Responsible for:	Operational Services, Governance, HR, Finance, IT, Compliance, Facilities, Organisational Development, Digital Systems and Earned Income Development.
Location:	Hybrid, based at Beehive Resource Centre, Grays
Essential Car User:	Yes with Business Insurance Included
Annual Leave:	25 days plus bank holidays (including 3 mandatory days over Christmas). Leave entitlement increases by 1 day per full year of service (up to 30 days).

Benefits:

- Flexible working including condensed hours.
- Workplace pension scheme (with employer contributions)
- Long Service Awards.
- 24/7 Employee Assistance Programme.
- Excellent Company Sick Pay Scheme.
- Staff Wellbeing Meetings.
- 2 days paid volunteering per year.

Do you want to make a difference to the people of Thurrock?

Thurrock CVS is passionate about supporting, developing and promoting the Voluntary, Community, Faith and Social Enterprise Sector and recognise that as a sector, we are stronger together. As an infrastructure organisation, we provide support to the sector through networking, training, funding, advice & guidance, marketing, office space and much more. We advocate on behalf of the sector so that our collective voice is heard and build partnerships and collaborations to support the sector to thrive.

You will be joining a dedicated team focussed on making a difference. We promote a flexible work environment where people can be their authentic self.



Job Overview

Thurrock CVS (TCVS) is a leading infrastructure charity supporting voluntary, community, faith and social enterprise organisations across Thurrock and South West Essex.

As the organisation continues to grow and respond to significant changes in local government, health systems, commissioning and community need, we are seeking an experienced and values-driven Director of Operations and Organisational Development to help shape the next phase of our development.

This is a pivotal senior leadership role responsible for ensuring the organisation has the systems, infrastructure, governance and culture required to deliver high-quality services and achieve its strategic ambitions.

Working closely with the Chief Executive, Board of Trustees and Senior Leadership Team, you will lead organisational operations, governance, workforce development and continuous improvement. You will also play a key role in strengthening organisational sustainability through the development of earned income opportunities, partnerships and trading activities.

This role is ideally suited to someone who enjoys building high-performing organisations, leading change and creating the conditions that enable people and communities to thrive.

Key Responsibilities

Strategic Leadership and Organisational Development

- Act as a member of the Senior Leadership Team, contributing to organisational strategy, decision-making and performance.
- Support the delivery of TCVS's strategic plan and organisational growth ambitions.
- Help develop the systems, structures and culture required to support organisational growth and future expansion.
- Lead organisational development initiatives that improve effectiveness, accountability and performance.
- Deputise for the Chief Executive where appropriate.

Operations and Corporate Services

Lead and oversee the effective delivery of corporate services including:

- Human Resources
- Finance
- Information Technology
- Facilities Management



- Health and Safety
- Compliance and Administration
- Organisational Systems

Key responsibilities include:

- Ensuring operational systems are efficient, scalable and fit for purpose.
- Monitoring organisational performance and delivery against objectives.
- Ensuring organisational policies, procedures and systems remain effective and compliant.
- Maintaining effective oversight of the Beehive Resource Centre.
- Supporting business continuity, resilience and operational planning.

Governance and Risk Management

- Lead organisational governance systems and processes.
- Work closely with the Chief Executive, Board and Committee Chairs to support effective governance.
- Coordinate Board and Sub-Committee cycles, ensuring timely reports, decision-making and follow-up actions.
- Ensure compliance with Charity Commission, Companies House, contractual and regulatory requirements.
- Maintain effective risk management, assurance and business continuity arrangements.
- Support trustees to fulfil their governance responsibilities through high-quality information and reporting.

Workforce, Culture and Leadership

- Provide line management, leadership and support to senior operational managers.
- Foster a positive, inclusive and values-led organisational culture.
- Lead workforce planning, staff development and organisational learning.
- Oversee appraisal, supervision, wellbeing and performance management systems.
- Support staff engagement, retention and continuous improvement initiatives.

Financial Sustainability and Income Development

Working alongside the Chief Executive and Board:

- Support the long-term financial sustainability of the organisation.
- Lead the development of earned income and trading opportunities.



- Identify opportunities to diversify unrestricted income and maximise organisational assets.
- Support the development of marketable products, services and partnership opportunities.
- Contribute to business planning and investment decisions that strengthen organisational resilience.

Digital and Systems Development

- Lead the ongoing development of organisational systems and digital infrastructure.
- Champion the use of technology, automation and digital tools to improve efficiency and effectiveness.
- Ensure systems support high-quality data management, reporting and organisational learning.
- Promote innovation and continuous improvement across operational functions.

Partnership and External Relations

- Build productive relationships with trustees, partners, tenants, contractors and stakeholders.
- Represent TCVS at meetings, partnerships and networks as required.
- Support organisational positioning, influence and reputation across Thurrock and South West Essex.

General Responsibilities

- Work in accordance with TCVS policies, procedures and values.
- Promote equality, diversity, inclusion and anti-discriminatory practice.
- Participate in supervision, appraisal and professional development activities.
- Participate in the organisational on-call rota.
- Undertake any other duties consistent with the level and responsibilities of the role.

Person Specification

Essential Experience and Knowledge

- Significant experience in a senior leadership, operational leadership or organisational development role.
- Experience of leading corporate services functions including some combination of HR, finance, governance, compliance, IT or facilities management.



- Experience of managing organisational change, growth or transformation.
- Experience of developing and improving organisational systems and processes.
- Experience of risk management, governance and assurance frameworks.
- Experience of managing budgets and financial performance.
- Experience of leading and developing teams.

Essential Skills

- Strong strategic thinking and planning skills.
- Excellent organisational and project management skills.
- Ability to balance strategic leadership with operational delivery.
- Strong communication, influencing and relationship-building skills.
- Ability to analyse information and support evidence-based decision making.
- Strong digital literacy and commitment to continuous improvement.

Desirable Experience

- Experience within the voluntary, community, public or health sectors.
- Experience supporting Boards or governance structures.
- Experience developing earned income, trading or commercial opportunities.
- Knowledge of charity governance and regulation.
- Understanding of the VCFSE sector and community development.

Personal Qualities

- Collaborative and values-driven leader.
- Calm and resilient during periods of change.
- Highly organised and proactive.
- Solution-focused and innovative.
- Committed to equality, inclusion and community impact.
- Passionate about building strong organisations that make a difference.