

Job Description

Job Title: Operations & Governance Manager

Responsible to: Chief People & Operations Officer

Line Management: None

Contract Type: Permanent, Full-time (35 hours per week)

Location: Central London with flexible/hybrid working; regular office presence required

Salary: £46,061.60 per annum

Main Purpose of Role

As the Operations & Governance Manager, you will support the Chief People & Operations Officer to strengthen internal processes and procedures so the charity runs efficiently and safely and our office environment supports effective working for all staff. You will oversee day-to-day operations and systems across departments in line with our strategic aims; provide oversight of IT and information management; serve as the organisation's Data Protection Lead and, where legally required, coordinate access to an external or internal Data Protection Officer (DPO) function.

You will also act as Board and sub-committee secretariat with responsibility for ensuring that our governance structures are robust and effective, maintaining a watching brief for administrative issues that may have legal or other implications for the organisation.

Main Responsibilities

1. **Governance:** Function as Board and committee secretary, maintaining high-quality agendas, papers, minutes and action tracking; maintain registers (Trustees, Interests/Conflicts, Gifts & Hospitality, Members as applicable), and oversee annual governance cycles.
2. **Operations Management:** Manage the day-to-day, back-office operational business processes of the charity, including elements of finance and office and facilities management. Ensure that the charity's operations are efficient, effective and aligned with operational objectives. Embed clear SLAs with third-party providers (IT managed service, landlords, insurers, etc.) and maintain a simple operations KPI dashboard.
3. **Strategic Planning:** Work with the Senior Leadership Team and Board of Trustees to implement the charity's operational objectives to support the overarching strategic plan. Monitor and report progress against agreed KPIs/ assurance metrics to the Executive Team and Board.
4. **Risk Management:** Identify and manage operational risks to the charity, ensuring there are robust risk management processes in place. Maintain the Operational Risk Register with the Senior Leadership Team; coordinate internal financial controls, business continuity and crisis management and serious incident reporting processes.

Operational Duties and Responsibilities

- **Financial Management:**
Manage the Operations and Governance budgets, supporting the Head of Finance with elements of financial planning and reporting to ensure that the charity is maintaining effective cost controls in procuring equipment and resources, identifying wastefulness and areas for improvement.
- **Facilities Management:**

Manage the charity's physical infrastructure, office and service delivery resources. Collaborate with colleagues in the building on any issues relating to the premises or shared services to ensure that facilities are safe, well-maintained and fit for purpose. Oversee renewal of insurances and coordinate premises risk assessments (fire, DSE, first aid).

- **Health and Safety:**

Ensuring the business is legally compliant with all health and safety legislation. Act as the competent person under the Management of Health & Safety at Work Regulations, ensuring suitable and sufficient risk assessments and proportionate controls; manage incident/near-miss reporting and the H&S action log. Working with and arranging training for all employees to manage, monitor and improve the health and safety standards in the workplace.

- **IT and Systems Management:**

Oversee the charity's IT systems and infrastructure, ensuring that staff have the tools and technology they need to do their jobs effectively. Manage relationships with IT suppliers and service providers and maintain oversight of UK GDPR compliance and data security. Lead Cyber Essentials-aligned basics appropriate to a small charity.

- **Policy Development and Implementation:**

Develop and implement operational policies and procedures to ensure the smooth running of the charity including health and safety and data protection (DPIAs, DSARs, breach response),

- **Project Management:**

Oversee key projects and initiatives, ensuring they are delivered on time and within budget, increasing the efficiency of existing processes and procedures to enhance the charity's internal capacity.

- **Stakeholder Management:**

Manage relationships with key stakeholders. Partner with cross-functional teams to improve systems, productivity and customer service. Coordinate supplier reviews and due diligence for higher-risk third-parties.

- **Operational Management:**

Monitor and report on the charity's operational performance, using key performance indicators (KPIs) and other metrics to identify areas for improvement and drive continuous improvement. Provide regular operational assurance reporting to SLT and the Board (e.g., risk, H&S, data protection).

Governance Duties and Responsibilities

- **Board Administration and Support:**

Support operations and administration of the Board and sub-committees by being the interface between Board and staff. Manage accurate, accessible governance processes and statutory records for a CIO and lead the process for declaring and managing conflicts of interest amongst Board members; maintain governance calendars and forward plans.

- **Policy Recommendation:**

Use governance knowledge to identify areas where new or revised policies are needed, draft potential policies for review by the Board and ensure that approved policies are implemented. Monitor compliance with internal policies and procedures, identifying areas for improvement.

- **Strategic Planning:**

Support the governance planning process by developing and implementing the organisation's strategies and frameworks for governance and compliance. Support the annual review of governance effectiveness and other governance reviews.

- **Regulatory Compliance:**

Ensure that the organisation is aware of and complies with all legal and regulatory requirements affecting its operations as a CIO, keeping the Board informed of changes in legislation and the regulatory environment, guided by the Charity Commission, so that it adheres to governance best practice and regulatory and

statutory compliance. Coordinate serious incident reporting processes and logs (where relevant).

- **Risk Management:**

Identify potential risks to the organisation and ensure that appropriate measures are in place to manage those risks. Oversee the Operational Risk Register, business continuity and incident response plans.

- **Board Recruitment and Development:**

Support the Nomination & Remuneration Committee to identify skills gaps in the Board and work to recruit new members who can bring additional skills and perspectives. Support the Chair of the Nominations & Remuneration Committee, CEO and Chief People & Operations Officer with the recruitment, onboarding and induction of Trustees.

- **Board Meetings:**

Plan, coordinate and execute all administrative functions for Board meetings, including the annual Board Away Day. This includes setting agendas, providing information in a timely manner and ensuring that meeting logistics run smoothly. Own the annual governance calendar ensuring Board and committee meetings are scheduled appropriately and in accordance with best practice. In collaboration with the Senior Leadership Team ensure papers of quality, consistency and clarity are submitted.

- **Stakeholder Relations:**

Manage and build relationships with both key internal and external stakeholders. Support CEO and Senior Leadership Team to foster a strong relationship with Board.

Person Specification

Experience and Knowledge

- Experience of business and governance administration, non-profit operations management, or a related field
- Proven experience in a similar role within the charity sector
- Knowledge of governance requirements for charities and the principles of good governance outlined in the Charity Governance Code
- Understanding of IT systems and how their effectiveness underpins the smooth running of an organisation
- Understanding of office H&S obligations, compliance and administration and the 'competent person' duty under the Management of Health & Safety at Work Regulations
- Experience in using online web-based portals to update information as required (e.g. Charity Commission)
- Solid working understanding and application of UK GDPR principles and policies including DPIAs, DSARs, breach response and when a formal DPO is legally required
- Awareness of Cyber Essentials-aligned basics appropriate to small charities

Skills and Competencies

- Strong leadership and people management skills
- Adaptable, flexible and willing to tackle new tasks which may require research prior to implementation.
- Ability to work strategically and collaboratively with a range of stakeholders
- Excellent verbal and written communication; able to build and sustain relationships.
- Proven ability to write clear policy and guidance documents for staff and Trustees
- Strong problem solving and critical thinking skills while exercising sound judgement

- Organised and reliable; able to work independently with little direction when necessary
- Hands-on and solution-oriented, with strong problem-solving skills
- Ability to manage different projects, workloads and priorities
- Resilience in dealing with competing priorities, deadlines and critical workload peaks
- Discretion and tact in handling sensitive information; rigorous confidentiality
- Strong influencing and negotiating skills to ensure value for money and best service agreements are secured
- Meticulous minute-taking and action-tracking skills for Boards/committees
- Commitment to own professional development and to the Charity Code of Conduct and equity, diversity and inclusion principles.