

## Operations Director

### Job purpose

To lead and develop EDT's operational effectiveness UK wide across all our programmes, with a focus on achieving consistency of approach, application of best practice and high standards of efficiency and quality. Lead and implement best practice for HR, Finance, Policies, Supplier Management, Quality Assurance and Digital initiatives. The post holder also provides leadership to ensure that our Volunteer Management and Learning & Development are high quality, effective and consistent. This role will actively support and develop a positive professional culture that reflects our charity values, and that our staff and volunteers are well-supported to ensure the best for our beneficiaries.

To report to the CEO and Board of Trustees on operational performance and strategy.

### About The Engineering Development Trust (EDT)

EDT is an educational charity established 30+ years ago. Our mission is to connect young people with industry and inspiring STEM futures. Our core values that drive us are 'Passionate, Dynamic, Collaborative with Respect'.

Young people are at the heart of all that we do and through providing industry informed, curriculum enhancing learning experiences, we help them develop personal and interpersonal skills, fulfil their potential and make informed decisions about their future. We are going through an exciting period of transformation. We have moved to a hybrid delivery model (face-to-face and virtual), re-organising our charity to better meet the needs of the young people we serve with a new long term strategy and business plan to grow and thrive supporting young people of all backgrounds on their way to a successful career. We are looking for a senior leader, with extensive experience of Operations particularly in HR and/or Finance, process-driven and able to lead a key part of the business. By joining EDT, you will become a core member of the Executive Team and have direct exposure to the Board of Trustees and the opportunity to fundamentally shape the organisation and its direction.

**Salary :** band E , £50K +

**Benefits:** 30 days annual leave plus bank holidays and EDT Day, pension (up to 10% employer contribution), life insurance (3 times annual salary), hybrid and flexible working, well-being support.

**Reporting lines:** Reporting to CEO. Working closely with Exec: Delivery Director, Communications and Funding Director and extended Leadership Team. Direct reports: Finance Manager, Quality Assurance Lead.

**Location:** Hampshire based preferable alongside Finance Manager and CEO, although not essential. EDT has offices across England, in the South (Southampton, Welwyn Garden City, Plymouth), Midlands (Birmingham), North (Manchester) and Scotland (Glasgow). We offer a hybrid workplace where candidates can work from office, home or visiting sponsors. Hours: full time, 37.5 hours per week.

## Responsibilities

### ORGANISATIONAL LEADERSHIP:

- Contribute to EDT's vision, strategy and business plans to ensure we achieve sustainability and long term objectives.
- Provide effective leadership in delivering a cohesive, positive and agile working culture for staff and volunteers, including learning and development opportunities and contributing to career development.
- Maintain solid working relationships with other Directors & Leaders to ensure effective co-ordination of charity activities, best practice sharing and consistent, quality service across the UK.
- Work according to the ethos, values and behaviours of charity acting as an Ambassador of EDT.
- Attend board meetings and provide papers and insight in area of speciality.
- Deputy to CEO. Assist the CEO in handling critical situations and develop contingency plans and risk mitigation to address potential challenges.

### CHARITY GOVERNANCE

- Company secretary for board
- Ensure the appropriate scheduling and recording of Board, Sub Committee and Leadership Team meetings, that papers are produced and available in a timely manner, and business flows in an effective way between the Leadership Team and Board. This includes maintaining the Charity's risk register. Provide research & analysis on relevant topics to support decision making.
- Maintain records and register of the Directors / Trustees of the Charity and support the CEO to ensure that all Board members are well informed and directed to appropriate development opportunities.
- Arrange effective trustee inductions.

### OPERATIONS LEADERSHIP:

- Lead on Operations for the whole organisation, working with the CEO and rest of the Leadership Team including procurement of suppliers and office management.
- Review monthly financial reports working closely with Finance Manager focused on forecasting and income risk management to promote sustainability.
- Lead on the update and implementation of policies and procedures across the organisation. Lead on Key Policies of Data Protection and Health & Safety, ensuring we consistently meet all standards and regulatory requirements, dealing with any issues if they arise.
- Lead and embed Quality Assurance and Monitoring & Evaluation practices which result in impact-led service.

- Ensure that our IT and digital knowledge and systems work effectively to support the teams across the organisation, and that IT security meets compliance and the needs of funders. Build and implement digital initiatives to drive performance.
- Develop and maintain capacity planning for UK Operations to ensure the charity has sufficient resources within agreed financial parameters.
- Ensure that we have a strong and effective volunteer programme that meets best practice standards and the needs of the organisation, whilst offering our volunteers the support they need and want.

### **HR AND PEOPLE LEADERSHIP:**

- Ensure our organisational culture, HR systems and processes reflect current best practice and meet the needs of our staff, volunteers and managers. Lead on improvements and key HR processes, alongside our HR supplier.
- Ensure that we have a strong, cost-effective Learning & Development programme that meets the needs of individuals, teams and the organisation, and which supports career development at all levels.
- Build and maintain a culture of learning and improvement, providing support and opportunities for individuals and teams to develop and be empowered. Lead on employee engagement.
- Consistently role-model behaviours that reflect our values including positive mental health working practices and proactive continuing professional development (CPD).

### **FINANCE**

- Support the Leadership Team and Finance Manager with the business planning and budgeting cycle.
- Support the development of a long-term financial and funding strategy in conjunction with Leadership Team and the Board.
- Ensure the overall cash position of the Charity is regularly monitored working with Finance Manager to optimise cash flow and that cash is invested in a manner that will maximise the interest earned.
- Work closely with Leadership Team on funding applications, bids and financial reporting.

### **DIGITAL**

- Manage the contract and interface with the Charity's support service provider (Solsoft) and ensure that IT / cyber security is maintained.
- Ensure that IT systems and tools available to all staff and volunteers are fit for purpose and where appropriate implement training to staff on new systems and ways of working.

- Build Digital initiatives to further enhance charity performance.
- Evaluate charity performance and impact by gathering, analysing and interpreting data and metrics from CRM and other relevant technology.

## **BUSINESS DEVELOPMENT**

- Collaborate with the Fundraising, Communications and Corporate teams to maximise effectiveness and impact: understand funders' requirements and interest, match expectations to capacity, influence opportunities' pipeline.
- Manage a number of key corporate accounts and related national funding agreements.

## **PERSON SPECIFICATION**

- Educated to degree level
- Ability to work on own initiative with excellent organisational and time management skills
- Significant, broad experience of leading on HR and/or Finance at a senior level, including volunteer management. Excellent business acumen with experience in understanding financial accounts and the analysis of financial information
- Experience of leading on digital projects across multiple teams
- Experience of leading on Quality Assurance and Key Policies, including implementation
- Knowledge of data protection best practice and ICO requirements
- Excellent problem-solving skills, with the ability to create innovative approaches and bring effective solutions into play quickly that work for all parties.
- Ability to inspire confidence in others
- A strong focus on creating a supportive/empowering culture, using effective internal communication and role-modelling high standards consistently.
- Extensive operational delivery experience, ideally with STEM enrichment and enhancement experience
- Good strategic capabilities and project management skills
- Excellent IT and analytical skills to gather, evaluate data and performance/operation metrics
- Experience of leading, motivating, mentoring and coaching immediate reports to improve performance