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| **Job** |  |
| **Description** | | |

**Job title: Head of Operations**

**Reports to: Chief Executive Officer**

**Salary:**  **Starting at £39,822 plus an 8% employer pension contribution**

**Hours: 35 per week (full-time)**

**Location: Edinburgh (although home-based during COVID, with flexibility available thereafter)**

**Contract:**  **Ongoing**

**Job purpose and overview**

Following a slight restructuring exercise, this is a senior-level post that will head up our Operations Department.

This Department is responsible for:

* Finances – management and accounts, and budget generation
* Fundraising and other income generating activities (including trading subsidiary)
* Premises and facilities
* Staff Support (HR)
* Communications and Membership Development – including supporting other departments in communicating their work, and expanding our membership base through supporting the creation, growth and sustainability of Disabled Peoples’ Organisations across Scotland.

Main responsibilities of the postholder include:

* As a member of the Senior Management Team, take shared responsibility for the leadership and management of Inclusion Scotland.
* Report to the Board, and support the Treasurer and the Resources Subcommittee, ensuring that trustees are provided with the information they need to provide appropriate governance.
* Lead the Operations Department.
* Lead responsibility for finances with the support of our Finance and Accounts Worker and our accountants/auditors. This includes ensuring that all project leads are supported to make suitable reports to funders.
* Lead responsibility for premises, facilities, IT and suppliers, with the support of the Operations Assistant.
* With the Chief Executive Officer (CEO), responsibility for the delivery of fundraising and income-generating strategies, including the development of Real Inclusion Ltd (trading subsidiary).
* Line manage the Staff Support Officer, overseeing HR functions, the Finance and Accounts Worker, Comms and Membership Manager, Operations Assistant and others, as agreed.
* Deputise for the CEO, if and as required.

The job description may be subject to some changes depending on the precise outcome of current funding applications. Any changes required will be discussed and agreed with the successful candidate, who will be part of the Senior Management Team making those decisions.

**Key tasks**

**1. Corporate and strategic responsibilities**

1. Shared responsibility for the overall leadership and management of Inclusion Scotland as a member of the Senior Management Team, ensuring delivery of organisational priorities and funded outcomes, and implementation of Board decisions.
2. Report to the Board, support the Treasurer and Resources Subcommittee, ensure that Directors are provided with the information they need to provide appropriate governance on matters related to the work of the Operations Department and finances of the organisation.
3. With the CEO, identify opportunities and develop strategies, project plans and funding applications to promote the sustainability and managed, strategic development of Inclusion Scotland, including development of Real Inclusion Ltd (trading subsidiary).
4. With the CEO, develop cross-organisational strategies and delivery plans related to your lead areas of responsibilities
5. Promote effective cross-organisational integration and cohesion.
6. Promote a positive culture of inclusion, valuing equality and diversity, and direct, constructive communications. Model appropriate behaviours at all times.
7. Maintain and develop your specialist knowledge in the areas of work covered by your Department and help build Inclusion Scotland’s corporate knowledge base.
8. Deputise for the CEO, by agreement, as required (with the support of other department heads).

**2. Lead areas of organisational responsibility**

# Finance

1. Manage and oversee Inclusion Scotland’s finances, including reserves and cashflow, ensuring they remain healthy and recommending adjustments as necessary; ensure realistic budgets are prepared, actively monitored, under or overspends identified, and reports are prepared for Board/ Subcommittee and SMT. Liaise with our auditors regarding the annual audit.
2. Ensure finance policies and procedures are fit-for-purpose and implemented consistently.
3. Support other managers with finance related issues, e.g. for developing and monitoring project budgets, and ensuring they are supported to provide suitable reports to funders
4. Lead responsibility, with the CEO, for the development and sustainability of our trading subsidiary, Real Inclusion Ltd.

# Premises, facilities, and staff and member support

1. Responsibility for premises management, including development and implementation of refurbishment plan/ cyclical maintenance/ repairs, premises’ income-generating activities, insurance, related policies and procedures, etc.
2. Act as lead point of contact for and manage external suppliers regarding premises and facilities, including IT support.
3. Oversee and support the work of the Staff Support Officer, ensuring appropriate HR procedures, policies and practice are maintained including health and safety and data handling procedure.
4. Oversee and support the work of the Comms and Membership Development Manager, ensuring there is a clear strategy in place for national support of our members and potential future member organisations

# Department leadership and management

1. Lead and manage the Operations Department.
2. Ensure that the Department and individual staff deliver agreed outcomes, through sound planning, monitoring, reporting and quality assurance and be accountable to the CEO, Inclusion Scotland’s Board and funders.
3. Ensure organisational policies and procedures/ standard operating procedures/ staff guidance relevant to the work of your Department are in place, fit-for-purpose and accessibly communicated and are adhered to, working with the Staff Support Officer as appropriate.
4. With the CEO, act as senior level spokesperson on the Department’s work, and ensure its publicly-facing activities are effectively promoted through the media (including social media), events and the web-site.
5. Maintain first-rate relations and communications with key external stakeholders, including funders, officials, members, partners and others.
6. Line manage, support and direct the work of direct line reports within Department, and otherwise as required.

**3. General**

1. Attend and contribute to Inclusion Scotland Board meetings, staff meetings, General meetings (AGMs), conferences and awaydays.
2. Help to promote the values and ethos of Inclusion Scotland.
3. Undertake other duties as may reasonably be required by the Chief Executive Officer or Inclusion Scotland’s Board of Directors, in line with the status of the post.

**Pay and other benefits**

Inclusion Scotland operates a pay-band system in which staff can move up to higher pay scale points for a specified grade of role following a combination of duration of service in that role and demonstration of required levels of core competencies for that role. We also have a policy of seeking to budget for annual cost of living increase increments for all staff wherever funding allows.

All staff receive an 8% pension contribution payment in addition to the relevant salary. We operate a workplace pension scheme in which all staff are automatically opted in from the start of their employment. Staff may opt out in favour of their own arrangements and/or make additional contributions.

We operate a very flexible policy towards working hours and working arrangements, will consider job-share proposals, and we offer generous sick leave, impairment related flexibility, maternity/adoption leave and pay, etc.

Our annual leave entitlement is 25 days plus 10 public holiday days per year (pro-rated for part time staff), with an additional day of leave per complete year of service up to a maximum of five additional days.

**Person specification**

**Experience**

Essential: 1. Senior-level leadership

2. A minimum of 3 years management experience, including corporate, team, project and line management

3. Developing and delivering strategy and projects

4. Drafting and reporting on successful funding applications

5. Financial management and reporting

6. Use of accounts software (Xero, Sage or similar)

7. Some premises or facilities management, or relevant experience

8. Representing an organisation (e.g., in meetings with officials, major partners, etc)

Desirable: 9. Personal or professional experience of disability

10. Social Enterprises, income generation and/or relevant private sector experience

11. Some accountancy experience and/or qualification

12. Membership support, development and growth in third sector networks (or applicable experience)

**Skills and abilities**

Essential: 13. Excellent communication, interpersonal and influencing skills, including at a senior level

14. An ability to multi-task, under pressure, within an ever-changing environment and shifting priorities

15. A proactive, creative approach to problem solving

**Knowledge and understanding**

Essential: 16. Understanding of a Board’s governance role

17. Understanding of planning, monitoring and evaluation techniques

Desirable: 18. Understanding of effective communications strategy

19. Understanding of effective member engagement and support

**Personal qualities**

Essential: 20. Commitment to the philosophy of independent living, the Social Model of Disability and human rights

**Other requirements**

Willingness to work rare anti-social hours sometimes involving travel and overnight stays (with Time Off In Lieu and subject to any adjustment requirements), e.g., for major events, training, etc that are on-site.