

Title	Director of Operations
Contract Type	Initially 12-month fixed term, followed by Permanent Contract
Location	Home based with some occasional travel
Hours	Full time (40 hours per week)
Salary	Competitive Salary to be agreed/negotiated
Accountable to	CEO
Notice Period	3 Months
Annual Leave	25 days plus bank holidays leave per annum

Job Description

1. The Director of Operations is a member of the LimeCulture Senior Management Team (SMT) with the responsibility to work collaboratively with the other members of the SMT for the overall benefit of the wider organisation and to act as a responsible member of LimeCulture's SMT by:
 - carrying out the legal responsibilities of a director (Companies Act 2006)
 - being a member of LimeCulture's Board of Directors
 - driving the development of the organisation.

2. The Director of Operations is a strategic role responsible for overseeing and managing LimeCulture's strategy, and ensuring our organisational infrastructure (communications, HR, and financial environment) is fit for purpose to enable sustained high performance and business growth.

3. The Director of Operations will contribute to the delivery of LimeCulture's Strategy by:
 - developing operating plans to deliver specific aspects of the Strategy
 - building, maintaining and further developing effective systems to underpin the effective operations of the organisation
 - being aware of organisational risks and taking steps to minimise them.

4. The Director of Operations will oversee, co-ordinate and deliver the work of the Operations Division by:
 - taking full responsibility for the division's affairs
 - ensuring particular aspects of management (e.g. personnel matters, financial control etc) are met and specialist expertise is employed as required
 - setting objectives in line with division's operating plans.

5. The Director of Operations will be a member of LimeCulture's Board of Directors who are collectively responsible for:

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- ensuring clear and transparent governance arrangements are embedded and maintained to support the strategic direction of the organisation
 - agreeing effective policies and procedures that are embedded to support the organisation and our staff
 - overseeing the financial management of the organisation.
6. The Director of Operations will also represent the organisation as a member of the SMT by:
- communicating effectively the vision and purpose of the organisation
 - advocating for and representing the organisation at external meetings and events
 - being aware of current issues that might affect the organisation.
7. The Director of Operations will work closely with:
- CEO
 - Chair
 - Director of Sexual Violence Services
 - Director of Safeguarding Services
8. The Director of Operations will have direct line management responsibility for those within the Operations Division, who include:
- Business Manager
 - Communications and Marketing Manager (appointment tbc)
 - Operations Administrator (appointment tbc)
9. The Director of Operations will work closely with other Directors, including to matrix manage key personnel where relevant (e.g. in coordinating and resourcing administrative support across the organisation) to ensure the organisation's delivery of quality and consistency and ensure ongoing high performance and growth.

Key Responsibilities

Overall Purpose

The Director of Operations is responsible for:

- Ensuring internal systems are fit for purpose and facilitate the delivery of the three-year Strategic Plan, in line with LimeCulture's values and organisational culture
- Developing change management plans and leading the change management process for LimeCulture's 2022-25 Strategy
- Monitoring the implementation of the LimeCulture three-year strategy, measuring progress, identifying successes, and developing solutions to meet our objectives
- Driving integrated working and identifying opportunities for collaboration and growth in partnership with LimeCulture directors
- Overseeing the annual budget in conjunction with the CEO, mapping team revenues and identifying efficiencies / areas for development
- Driving the LimeCulture brand to be truly international with recognition for excellence in our work including through high quality external and internal communications, external recognition, and increased revenues
- Overseeing risk across the organisation, delivering a coherent and forward looking approach to risk identification, management and tolerance.

Functional Responsibilities

- Implement and oversee effective financial planning arrangements for the organisation, ensuring that each Division is resourced effectively and associated spending represents value for money
- Implement and oversee the HR function of LimeCulture, leading on recruitment and ensuring relevant policies are in place to support staff and their development
- Establish and maintain internal HR systems to bring consistency to LimeCulture's ways of working and staff management/development while maintaining an informal and collaborative culture
- Implement and oversee a dynamic and innovative Communication and Brand strategy that includes use of digital and social media, incorporates internal and external communications, and engages business area leads
- Continually evaluate interventions and frameworks for business and individual impact, scalability and alignment to LimeCulture's Strategy
- Write and oversee reports relating to the work of the Operations Division

Organisational Responsibilities

- Drive the LimeCulture brand forward to maintain and enhance the organisation's reputation
- Support the CEO to deliver key governance commitments, including facilitating regular Board of Directors, SMT, whole team and Advisory Panel meetings
- Attend and meaningfully contribute to SMT and Board of Director meetings

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- Provide strategic oversight of LimeCulture's bidding/tendering activities to ensure consistency in quality of Professional Services Quotes, pricing structures and provision of bidding materials, and develop proposals as required to support the wider organisation's activities
- Support Directors to deliver flexible resourcing for projects/programmes, and retain operational oversight of LimeCulture's skills audit and workforce development to build organisational resilience
- Ensure web and digital organisational content is impactful and focused; and attend to other marketing needs as required
- Write and co-ordinate reports relating to the work of the organisation as necessary, e.g. annual impact report
- Manage any complaints that relate to the organisation
- Responsible Officer for LimeCulture's data, including our response to any data requests or concerns.
- Contribute to the delivery of other business areas as required
- Other relevant duties commensurate with the position

Person Specification

The post holder will be enthusiastic and proactive, have good attention to detail but also the capacity to work at strategic level, with a flexible attitude to work.

The post holder will have the capacity to work to tight deadlines whilst managing competing demands and maintaining a good level of accuracy, and the ability to prioritise effectively.

The post holder will be able to demonstrate:

Essential

- High level of expertise in providing senior leadership, vision, strategic thinking and planning with highly developed political skills
- Strategic competence including an ability to advise on organisational issues and risks and recognise the political consequences/implications of actions being considered or proposed
- Evidence of developing and managing key performance indicators to monitor the achievement of the organisation's strategy or business plans
- Ability to oversee financial planning arrangements and budget monitoring
- Experience of instigating effective practices to support the development of internal staff
- Ability to develop communication and brand strategies with external organisations and stakeholders, including through the use of social media and other platforms
- Experience of implementing organisational development and/or culture change initiatives within a range of different organisations
- Experience of overseeing bidding/tendering activities that incorporate the need for flexibility (for example in pricing, delivery and method)
- Ability to identify, create and nurture new business contacts opportunities
- Ability to work on own initiative and organise the workloads of others, allocating work as necessary, to tight deadlines and often changing deadlines
- Sound judgment in the absence of clear guidelines or precedent
- Autonomous decision making on complex issues in changing and/or ambiguous environments
- Experience of being responsible for budget management, involved in budget setting and working knowledge of financial processes
- Ability to network effectively with a range of stakeholders and create and maintain professional relationships
- Excellent inter-personal and communication skills (both verbal and written)
- High level of critical thinking skills
- Ability to meet tight deadlines and work under pressure
- Ability to work individually or as a member of a team
- High standard of computer/digital literacy
- Experience of bid writing
- Experience of delivering products for a wide range of audiences
- Willingness to undertake staff training and development as required
- Demonstrates determination, perseverance and resilience
- Ability and willingness to frequent meetings across the UK and internationally where required
- Ability and willingness to work away from home and evenings/weekends as and when required

Desirable

- Knowledge of relevant policy agendas (both national and local) and local commissioning processes
- Confidence in public speaking