## 

**Head of Operations**

Thank you for your interest in working with Gendered Intelligence.

We are looking for an experienced professional to manage day-to-day operations of our growing charity. This busy and varied role will be responsible for HR, IT and Office Management functions, as well as contributing to Compliance and Reporting duties. You will have extensive experience of reviewing, developing and implementing systems, with excellent attention to detail.

This pack contains information to help you decide if you would like this job; and tells you what to do, if you decide you want to apply. If you have any questions or want more information about the role please contact Moya Wilkie [moya.wilkie@genderedintelligence.co.uk](mailto:moya.wilkie@genderedintelligence.co.uk)

What is in this pack:

1. Diversity Information
2. Recruitment Process and timeline
3. Background information about Gendered Intelligence
4. Job description
5. Person specification
6. Additional information

Separate documents:

1. Application form (2 part)
2. Diversity monitoring form (optional)

## 1. Diversity Information

Gendered Intelligence welcomes applications from people of diverse backgrounds, abilities and gender identities. Our policy is to encourage trans people, in particular trans-feminine spectrum people and people of colour to apply. We aim to create a positive working environment for all staff, and are working towards a diverse workforce. We recognise that people from different communities may gain skills in different ways, and while the criteria below refers to formal qualifications, we will view equivalent, relevant experience in a positive light. As part of our commitment to increasing diversity, we have included an Equal Opportunities monitoring form with this pack, which is not mandatory, but we hope you will complete.

NOTE: In this document, we use the term ‘trans’ as a very broad single-word umbrella term to include binary-identified people, non-binary people, gender fluid people, agender people, those with dual-role and similar gender experiences, and anyone else with an experience of gender like or similar to the above.

## 2. Recruitment Process

Please read the job description and person specification carefully.

Please complete the application form that comes with this pack. We have provided guidance that you may find useful to read before you fill in the form. If you have any questions about the process, please email [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk)

As part of our commitment to diversifying our organisation and supporting a wide range of individuals, we are offering a limited number of 10 minute slots to support applicants with their applications. These 1:1 online sessions will take place on Wednesday 21st April and will give the chance for potential applicants to ask any questions they have about the process, or about how to complete or what to include on the application form. We hope these sessions will encourage individuals from marginalised and/or under-represented sections of our communities to apply for this position. While open to all, we would specifically encourage individuals who are transfeminine or people of colour to apply for a slot. Please email [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk) by Friday 16th April if you would like to take advantage of this offer.

Deadline for submission of applications: **Monday 26th April at 9am**

Shortlisted applicants will be informed by: Wednesday 5th May

Interviews are expected to take place online in week beginning: Monday 10th May. If you are not available during this week please let us know this when you apply.

All job offers are made subject to references.

**3. Background**

Gendered Intelligence (GI), established in 2008, is a registered charity that works to increase understandings of gender diversity and improve the lives of trans people.

We imagine a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued.

We are a trans-led and trans-involving grass roots organisation with a wealth of lived experience, community connections of many kinds, and a depth and breadth of trans community knowledge that is second to none.

We believe everyone can be intelligent about gender.

Gendered Intelligence is structured into three departments:

* **Professional and Educational Services**  
  Work with professionals and organisations to develop trans inclusivity in workplaces and services
* **Youth and Communities Work**  
  Work with trans people, especially young trans people, to support well-being and enable trans people to thrive
* **Public Engagement and Central Support Services**  
  Work with the media, general public and major institutions like the government to raise awareness; all internal support functions such as finance, HR and IT

To find out more, visit [www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

**4. Job description**

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| **Post** | **Head of Operations** |
| Contract type | Permanent |
| Hours | 0.6 Full Time Equivalent - average 21 hours per week. |
| Salary | Band 6 (Spinal Points 25 – 30): £29,576 – £33,782 (+ £3,000 London Weighting where applicable) pro rata. Pay rise pending |
| Location | Office/ remote |
| Line Manager | Director of Public Engagement and Central Support Services |
| Line Management | Administrator; Professional Services Administrator; Learning Development & Wellbeing Coordinator |
| Other significant working relationships | Internal: Heads of Service and Team Leads across GI; Communications Officer; Senior Leadership Team; volunteers.  External: accountants, fundraisers, graphic designers, website designers |

**Overview**

This new role has been created to support the development of Central Support Services (CSS) and ensure its smooth day-to-day running. As GI has grown - in staff size, income and reach - we need to ensure that our systems and processes remain fit for purpose and are implemented consistently. This helps everyone: it enables our staff and volunteers to continue to deliver high quality services in a safe and compliant manner; and increases transparency so that our service users are confident in GI and their engagement is supported in the most appropriate manner.

The role will work very closely with another newly created role – Head of Finance – to support the Director of Public Engagement and Central Support Services (PECSS), which will become a more strategic, developmental role. Certain aspects of the division of the roles are expected to continue to evolve in the first few months, and ongoing liaison and a strong working relationship with the Director and Head of Finance will be necessary.

The size of GI, and the nature of the role, means that the postholder will be required to have a good working knowledge across the whole of the organisation. There will be a varied mix of activities, and the postholder will be expected to be hands-on when required, as well as able to manage and delegate effectively to others.

You will be responsible for the day-to-day management of CSS and delivery of the services to plan and to budget. You will sit on the Management Group alongside other department heads, service managers, line managers and senior practitioners from across the organisation.

**Main Duties and Responsibilities**

Overall aim: The postholder is responsible for reviewing, improving, implementing and embedding appropriate systems and processes across the organisation to ensure that staff, volunteers and service users are supported.

The range of responsibilities and duties of this role will include those listed below. Priorities may change in line with the development of the role, and other duties may be allocated from time to time. Training and support will be provided to ensure that all responsibilities can be met.

**Human Resources**

* Manage the HR function for the organisation. This involves:
  + ensuring all systems are effective and implemented consistently (e.g. recruitment, induction, probation, performance reviews, grievances and disciplinary, salary re-grading and exit processes);
  + documentation is kept up-to-date and stored securely (e.g. contracts, Right to Work documents, declaration of interest forms);
  + managing absences; and
  + being the first point of contact for internal HR queries from staff and line managers.
* Manage access needs for staff, ensuring compliance with legal requirements and good practice.
* Ensure staff training and development needs are being met.

**Office Management & ICT**

* Ensure the central office is functioning well so that staff can work efficiently and effectively (e.g. ensure suppliers and procedures are in place for servicing landline phones, broadband, computers, photocopiers, cleaning, reception, kitchen and building maintenance; in accordance with our office needs now and in the future).
* Line manage the administrators and ensure systems and support are in place to deal promptly with phone and email enquiries; order of stationery and other supplies; and any other office needs.
* Contribute to GI’s ICT strategy.
* Ensure ICT hardware, software and procedures are kept up-to-date and support effective working practices, including: GI files being stored centrally and safely with shared access; maintaining an asset register; managing subscriptions such as Mailchimp, Office 365 and Xero (accountancy software); monitoring mobile phone usage and contracts; ensuring adherence to Bring Your Own Device policy; etc.
* Contribute to the development of a new website
* Improve and embed internal file sharing protocols e.g. use of One Drive and Sharepoint
* Manage the implementation of a new Client Relationship Management system (CRM).
* Ensure support for staff who are working remotely.

**Compliance and Reporting**

* Review GI policies to ensure we remain legally compliant and the policy framework is fit for purpose; and manage rolling review and approval process for quarterly Board meetings. This includes Health and Safety, GDPR and Risk management as well as internal employment related policies.
* Manage the production of our Annual Trustee Report to ensure compliance with Charity Commission and Companies House requirements; and create the associated Annual Review. This involves liaising with colleagues for financial data; then collating data and text from key members of the team as well as contributing copy; plus liaising with designers and printers as required.

**Finance**

* Work closely with the Head of Finance to ensure the payroll process runs smoothly, providing information as required on salary, sick leave, etc. Provide cover as required.
* Set and manage the annual Central Support Services budget, ensuring expenditure is monitored and in line with agreed organisational objectives

**General Requirements**

* To work independently, effectively and reliably to meet deadlines on a wide range of activities without supervision.
* To work with others to help achieve the organisational strategic goals and a positive working environment for all staff.
* To communicate effectively and in a timely and professional manner.
* To bring GI’s “3P’s” to your work – Professionalism, Positivity and Passion.
* To reflect the wider values of the organisation such as being open to an ethos of collaboration and working together, to recognise the positive aspects of trans lives and to stand up for trans people, especially young trans people.
* To take care of the health and safety of yourself and others who may be affected by your actions at work, at all times; to operate within the Company’s Health and Safety policy; and to participate in health and safety processes (for example risk assessment) when necessary.
* To follow all relevant GI policies, ensuring these are carried out in practice in relation to the job; in particular to behave in accordance with Gendered Intelligence’s Codes of Conduct and Equal Opportunities Policy.
* All staff may be asked to undertake other duties and responsibilities as appropriate, as determined by the CEO, on an occasional basis.

## 5. Person Specification

We recognise societal structures adversely affect people with marginalised identities / experiences and we are committed to building and supporting a diverse team.

If you feel you have the qualities to fulfil these specifications, but do not have formal qualifications, or feel less confident about your experience, we are keen for you to apply.

Please address each point in the person specification in turn, providing examples for each one. You are welcome to evidence any of the qualities outlined below through a variety of ways outside of paid work. This could, for example, be through organised volunteering roles; caring roles; informal community activity or any other route.

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| **ESSENTIAL** |
| **Abilities** |
| 1. Self-motivated, well organised and proactive |
| 1. Ability to multi-task, work quickly and accurately, and remain calm and efficient under reasonable pressure |
| 1. Attention to detail and commitment to finishing work to a high standard |
| 1. Ability to find creative solutions to operational issues |
| 1. Ability to manage small team effectively |
| 1. Ability to develop and maintain productive working relations with a range of stakeholders, exhibiting tact, sensitivity and a diplomatic manner |
| 1. Ability to research, gather, collate and present data to inform decision making by colleagues |
| **Skills** |
| 1. Effective decision-making skills, with the ability to prioritise complex tasks and implement strategic decisions |
| 1. Excellent verbal communication and people skills |
| 1. Excellent written and proof-reading skills |
| 1. Excellent Information and Communication Technology skills with competency in Office programmes such as Excel |

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| **Experience** |
| 1. Implementation of employment law and HR responsibilities for a small/ medium sized team |
| 1. Supporting organisational ICT needs at a strategic and practical level |
| 1. Experience of the voluntary sector, including compliance matters, ideally within a small charity |
| 1. Working in a broad-spectrum role, ideally in a small/medium charity |
| 1. Budget management |
| **Knowledge** |
| 1. An in-depth understanding of trans identities, communities and gender diversity |

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| **DESIRABLE** |
| 1. Experience of working within an LGBTQ setting |
| 1. HR qualification |
| 1. Working knowledge of finance software such as Xero |
| 1. Accredited GDPR training |

## 6. Additional information

**Annual leave.** You will be entitled to 28 days per annum (pro rata for part-time workers). Our leave year runs from 1st October to 30th September.

**Location.** The GI office is near Kings Cross. Currently all staff are home-based but the expectation is that this role will be predominantly office-based, once this is deemed safe and practical.

**Hours of work.** GI’s working week is 35 hours; our offices are open from 9am – 6pm. Exact working pattern will be negotiated with the successful postholder but the expectation is that the postholder will normally be available during regular office hours, Monday – Friday.

**Monthly timesheets and TOIL**. All staff are required to complete monthly timesheets which must be submitted promptly. GI has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

**Training and Development.** GI aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

**Salary scale.** GI uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated increases with effect from April each year. There is no automatic annual increase of spinal point.

**Pension.** GI is part of the NEST pension scheme, by which employees contribute 5% of their salary and employers 3%. You will be automatically enrolled in this scheme once you start work, but may opt out if you choose.