# Role Description: Head of Operations Maternity Cover

## Key Dimensions of the Role

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| **Role:** | Head of Operations Maternity Cover |
| **Reporting to:** | CEO |
| **Salary:** | £48,147 pro rata |
| **Purpose of the Job:** | This senior role will lead on MASH’s business development and business support functions, including:   * Income Generation * Finance * HR & Administration * Performance & Impact * Volunteers * Communications * Service User Involvement * Training   The post-holder will be responsible for securing the funds needed for MASH to deliver its strategic priorities and ensuring the organisation’s internal support functions are working as effectively as possible.  We’re looking for an experienced income generator who also has experience of wider leadership on business support functions such as finance and HR. We’re looking for an all-rounder who wants to develop their skills within a small but ambitious team.  The post-holder will work with other members of the MASH team to ultimately support women who sex work to improve their health and wellbeing, and to ensure greater awareness within external organisations.  This role is suited to a motivated and target driven individual with strong financial literacy skills. |
| **Hours:** | 28-35 hours per week |
| **Contract:** | Fixed term Maternity Cover – 12 months |
| **Annual leave entitlement:** | 25 days plus 1 day for each year of service up to 5 additional days plus bank holidays (pro rata) |
| **Location:** | MASH, 94 -96 Fairfield Street, Manchester, M1 2WR and homeworking |
| **Closing date:** | Midnight on 23th February 2025 |
| **Interview:** | Interviews will be held on the wc 24th February 2025 |
| **Start date:** | 1st May 2025 (negotiable) |

## Key accountabilities of the role

The post-holder will focus on the below key areas, working with relevant staff, stakeholders, and governance subcommittees:

1. **Income Generation:** Working with our Fundraising & Marketing Officer and Fundraising Officer, the post-holder will be responsible for:

* Research of suitable funding opportunities and submission of funding bids and business cases (to a range of statutory and private sources), in order to meet in-year and longer-term financial targets.
* Overseeing of other aspects of income generation such as individual giving, event/charity challenge fundraising, and developing corporate support relationships in order to grow our voluntary income sources.
* Work with the CEO to develop key relationships with funders, potential funders, key partners and commissioners in order to create opportunities for investment.
* Developing a Fundraising Strategy which underpins our Strategic Plan, with clear measurables, and report on progress against this regularly.
* Ensuring contract compliance, including effective monitoring and reporting back to funders.
* Maintaining effective systems to robustly monitor progress against income targets and support our compliance with and administration of funding contracts and agreements.
* Manage and oversee the Fundraising team including oversight of upcoming campaigns, support with targeting and writing bids, and ensuring alignment between incoming funds and outgoing expenditure

1. **Finance:** The post-holder will work with our Finance & Administration Officer (and auditor where necessary), and Finance and Fundraising subcommittee to lead on the finance functions of the organisation, being responsible for:

* Setting and management of annual budgets with the CEO, including regular budget reforecasts.
* Producing monthly Management Accounts, ensuring financial recording is accurate and regularly reviewed against our budget
* Leading monthly cross organisational finance meetings reviewing income and expenditure against the budget, reallocating resources and reforecasting the annual budget in line with the delegated scheme of authority
* Producing quarterly management accounts for the finance and fundraising subcommittee of the board of trustees, presenting key financial discussion/decision papers such as on Reserves policies, banking arrangements and financial procedures to the committee for review and approval
* Development and management of finance regulations, ensuring these are understood and adhered to across the organisation.
* Ensuring income is accounted for correctly, including management of accruals/deferrals based on funded activity timescales.
* Produce the annual accounts alongside the independent examiner and auditors. Ensuring value for money from our suppliers, including contract reviews and new tendering.
* Oversight of day to day accounting and payroll using Quickbooks online software.

1. **HR & Administration:** The post-holder will lead on HR and administration in the organisation, being responsible for:

* Leading HR functions such as recruitment, contract management, staff welfare, and ensuring skills/training audits are undertaken.
* Undertaking and analysing staff/volunteer surveys, and implementing positive changes to support the team.
* Developing an organisational People Strategy which underpins our Strategic Plan, with clear measurables, and report on progress against this regularly.
* Ensuring up to date HR policies and procedures are in place, and implementing policies as and when relevant.
* Developing and implementing Data Protection policies and procedures in line with the latest legislation.
* Management of contract with Worknest HR Provider including liasison and online HR software system
* Leading on the staff wellbeing programme
* Leading on staff training including the provision of two cross organisational training days per year
* Supporting the delivery of two organisational away days per year
* Supporting governance needs of the organisation

1. **Performance & Impact:** This role involves developing internal performance management systems, working with GMThink and other mechanisms to ensure we are better able to measure and report on our impact. The post-holder will be responsible for:

* Ensuring progress against all aspects of the Strategic Business Plan are effectively monitored in a way that fully captures our impact, and sharing progress regularly through Performance Reports.
* Undertaking regular reviews of organisational impact monitoring, suggest recommendations for more streamlined and impactful monitoring, and implement recommendations. This will include ensuring current monitoring techniques are fit for purpose and best illustrate our impact (i.e. monitoring database, outcome stars, etc.), and ensuring we utilise these tools to maximum benefit.
* Analysing our data and producing a dashboard on a quarterly basis; identifying trends, impact and learning
* Undertaking training within the organisation around monitoring and capturing impact.
* Ensuring we have robust systems in place to ensure we meet all monitoring deadlines for funders, and to oversee this reporting ensuring our reporting is in line with funded outputs and best reflects our impact.
* Producing an annual impact report.
* Sector-level leadership on data and impact, sharing our learning with other local organisations

1. **Volunteers:** This role involves management of the Volunteer Coordinator and leadership on volunteering at MASH.

* Supporting the recruitment and training of volunteers at MASH
* Ensuring sufficient DBS checks and references are received for volunteers
* Supporting the delivering of the volunteer survey at MASH
* Leading cross-organisational meetings on volunteering related issues for MASH

1. **Service user involvement and training:** This role involves management of the Involvement and Training Officer at MASH and leadership of service user involvement and influence of internal and external change.

* Overseeing the breadth of involvement opportunities at MASH and ensuring there are a range of participatory methods available to enable all women who access MASH’s services to influence change
* Ensuring that service users are effectively influencing decisions at all levels of MASH including the senior leadership team and board of trustees
* Alongside the CEO supporting the Involvement Officer to coordinate Sue’s Space, the service user advisory panel
* Managing the marketing and administration of training provided by MASH, and supporting the Training Officer with the delivery

1. **Other:** The post-holder will also be responsible for some other areas of work at MASH.

* Project management of organisational communications, supporting the Fundraising & Marketing Officer and CEO with the development and delivery of the Communications Strategy.
* Tendering for and management of independent research projects or evaluations commissioned by MASH.
* Developing an Environmental Policy for MASH and rolling out initiatives to reduce carbon footprint.
* Overseeing the Donorfy CRM system, supporting the Fundraising & Marketing Officer and Volunteer Coordinator to accurately record and analyse data and automate resulting processes.

1. **Organisation/team-wide responsibilities**

* Ensure that service user voice is embedded in all work.
* Contribute to the delivery of MASH’s aims and objectives, to achieve our vision and strategic mission.
* Support the team to achieve our aims by working collaboratively and through a consistent, proactive demonstration of MASH’s values and behaviours.
* Support the development and implementation of MASH’s diversity, equity and inclusion DEI work plan, as relevant.
* Attend monthly supervisions, annual performance reviews and team meetings.
* Attend meetings or training events, either internal or external, as required by MASH.
* Work in-line with the MASH policies, procedures and systems at all times.
* A willingness to occasionally work outside of normal office hours as and when required.
* Develop and maintain a broad knowledge regarding sex work, locally and nationally and keep abreast of issues facing women involved in sex work such as; domestic violence, substance misuse, mental health, homelessness, begging, modern slavery and the criminal justice system.

The details contained in this role description reflect the content of the role at the date it was prepared. It may be possible that the duties of role will change, existing duties may no longer be required and other duties may be introduced without changing the overall nature of the role or the level of responsibility entailed. Any changes to the role description will be in consultation with the post holder.

## Person specification

**Essential:**

* Excellent communication and negotiating skills, and a proven track record of using these to influence a desired result
* Ability to write both coherently and effectively
* Ability to think strategically and translate strategy into action
* Efficient approach, with great time management skills, being able to prioritise well and meet competing demands.
* Ability to demonstrate a sound knowledge of the principles and practice of fundraising and income generation and growth
* Excellent interpersonal skills and experience of working as a team member
* Keen attention to detail and analytical skills
* Project management experience
* Experience of organisational financial management and analysis, and a good understanding of charity finance procedures and practices
* Excellent database management skills
* Strong financial acumen and experience of setting and managing budgets
* Experience or understanding of organisational performance management and impact measuring
* High degree of IT literacy including data collection, Monitoring systems, fundraising databases, CRM systems, social media
* A commitment to MASH’s vision and way of working

**Desirable:**

* Five years’ or more experience in operations, ideally in the charity sector
* Experience of HR management
* Experience of supplier contract management
* A recognised qualification in Income Generation, Financial Accounting, or Business Management
* Experience of working with sex workers or vulnerable women
* Experience of using QuickBooks or other finance systems

**The post is subject to DBS checks, suitable references, and completion of a 6-month probation period.**