



Quaker Social Action

Head of Operations Job Pack

Location: Bethnal Green, London

Responsible to: Director

Salary: Full time £46,372 or part time £36,067

Hours: Full time 36 hours per week or part time 28 hours over 4 days.

Leave: 25 days holiday per annum pro rata plus bank holidays

How to apply:

If you have any questions about the role, call us on 020 8983 5030 and ask to speak to our director, Judith Moran.

To apply, please send the following two documents to **info@qsa.org.uk**:

A copy of your CV, highlighting the areas of your experience pertinent to this role

A supporting statement, of no more than 3 sides of A4, outlining how you meet our person specification (below)

We also invite you to complete our online equality and diversity monitoring form:

<https://www.surveymonkey.co.uk/r/2GT67V3>

Given the circumstances regarding the coronavirus outbreak, the closing date has been extended to **Tuesday 5th May 2020, 8am**. Dependent the situation this date may be moved again.

Interview date TBC.

Thank you for your interest. We look forward to your application.



About the role

Quaker Social Action is a charity and a limited company, founded in 1867, to address poverty and social exclusion. We are based in east London and support around 3,000 people each year through a diverse and innovative range of practical projects.

We are seeking an ambitious head of operations to play a central role in shaping the strategic and operational direction of QSA. Joining the senior leadership team at our office in Bethnal Green, you will be a dynamic thinker, possessing a strong people-focus and a passion for maintaining organisational wellbeing.

You will oversee all service delivery, supporting project teams to ensure we are meeting the strategic vision for each area of our work. This responsibility will include taking a lead on QSA's impact, using a well-tested structure to capture evidence and reflect upon our practice. The role will report directly to QSA's director, who you'll work closely with to provide effective and appropriate accountability to the board, whilst taking the lead on strengthening QSA's systems and processes.

This is an excellent opportunity within an organisation that is small enough to see the direct benefit of your endeavours. We are looking for an exceptional person who is motivated by contributing in a pivotal role at an organisation with a reputation for delivering work of the highest standard.

What does QSA do?

Quaker Social Action's mission is twofold. We enable people on low incomes in east London and beyond to seek solutions to the issues affecting their lives. To do this, we listen and respond to the needs of the community by running practical, sustainable and collaborative projects. Where we see the potential to bring benefit to communities outside of our own, we share our learning by running professional training, and by using our voice to seek structural change by speaking truth to power.

Our award-winning projects meet practical needs:

- **Homestore** sells affordable, donated furniture to people on low incomes in east London
- **Down to Earth** practically supports people on low incomes struggling with funeral costs and pushes for strategic change within the funeral industry and to government



- **Made of Money** offers a creative and reflective approach to financial wellbeing for individuals and families on low incomes. A training programme shares our approach with professionals across the UK
- **Move On Up** is a housing project for young adult carers supporting them to build their life skills and make positive moves into further education or work opportunities
- **This Way Up** offers coaching and mindfulness to people on low incomes wanting to move on from a difficult experience and build up resilience for a more positive future
- **Bags of Taste** supports people to develop healthy and affordable cooking habits through friendly and sociable cookery courses
- **Aberfeldy Big Local, Pimlico Million and Worlds End & Lots Road** all bring together neighbours to connect with each other and bring about positive change in their local area

Job description

Responsible to: Director

Responsible for: Project managers

Purpose of job: To be responsible for the oversight of all project teams, ensuring that the services we offer are of the highest quality.
To be part of the senior leadership team of QSA and assist the director and fellow senior leadership team colleagues in setting the strategic direction of QSA.

Main duties:

1. To oversee all service delivery at QSA.
2. To ensure clear plans are developed within projects that meet our organisational aims and vision for each project, ensuring SMART targets and accountability to our funders.
3. To regularly review the progress of each project against their plans, and other external factors, to ensure standards are maintained and appropriate strategic developments are initiated.
4. To participate in quarterly impact meetings and ensure that actions identified within them are completed, in collaboration with the project managers.
5. To ensure projects keep up to date with developments in their relevant sector, continuing to develop their knowledge and practice.
6. To support the development of new initiatives within QSA; which may include the design of project plans and services and the oversight of small scale development projects.
7. To take a lead role in the investigation of complaints about service at QSA; to make recommendations to the director as a result of the investigation and to ensure that any actions arising are implemented.
8. To support the growth of digital as a key part of QSA services, enabling great reach and accessibility of our activities.

People management and development:

1. To provide line management support to the project managers at QSA.
2. To support project managers to fulfil their own people management responsibilities; ensuring that front line staff are supported in their work.
3. To ensure that staff are properly supported; that there is a positive working culture and that performance management issues are actively addressed at the earliest opportunity.



4. To support projects in the recruitment, management and development of volunteers.
5. To ensure that due regard is paid to individual and organisational learning and development activities and that appropriate activities take place around these.

Health, safety and risk management:

1. To lead on ensuring there is a strong culture of risk management within projects.
2. To ensure that all cross cutting requirements across the projects are maintained and refreshed/reinforced as appropriate, such as adherence to QSA policies, health & safety, GDPR and impact measurement.
3. To take the lead on safeguarding across all projects, ensuring that policies appropriate to activities are in place at a project level and adhered to.
4. To initiate a review of any of the above should the need arise, for example, in the wake of a serious incident or a change in the nature of our activities, as well as on a regular basis.

Senior leadership team:

1. To operate as part of the QSA senior leadership team, with a particular remit to ensure that we are fulfilling our service delivery objectives.
2. To support the director and colleagues in setting the strategic direction for QSA.
3. To represent the director on internal or external matters, if appropriate.

General:

1. To work within the policies and procedures of QSA.
2. To ensure all relevant legislation, policies and guidelines are implemented.
3. To attend meetings within and on behalf of QSA as appropriate.
4. To receive line management, supervision and appraisal from the director.
5. Any other duties, as appropriate to role, as agreed by the QSA director

Person specification

Experience:

1. Significant experience of project management in a service delivery environment.
2. Experience of voluntary sector management.
3. Experience of contributing to the forward thinking of an organisation is highly desirable.

Ability:

1. Ability to determine priorities, set realistic timescales and organise own time effectively.
2. Ability to inspire, influence and motivate others.
3. Ability to manage a demanding workload with enthusiasm and self-motivation.
4. Strong ability to organise the resources, processes and systems required to achieve goals.
5. Sound understanding of risk management in the delivery of services.
6. Sound people management skills.
7. Effective written, verbal and IT communication skills.

Knowledge:

1. Knowledge of the voluntary sector, particularly charities that work with people on low incomes is highly desirable.
2. Strong commitment to, and knowledge of, impact measurement is highly desirable

Ethos:

1. Commitment to and understanding of, diversity, equality and inclusion in the workplace and when providing a service to the public.
2. A willingness to work within a Quaker ethos, as exemplified by the vision and mission of QSA:

Vision - QSA has a vision of a just world where people put people first.

Mission – We enable people on low incomes in east London and beyond to seek solutions to the issues affecting their lives.

To do this, we listen and respond to the needs of the community by running practical, sustainable and collaborative projects.

We share our work with others when it is clear that it has the potential to bring benefits to communities outside of our own.



Main terms and conditions of employment

1. QSA uses the local government pay scales for salaries. Your salary will be on NJC scale point 48-51, which starts at £46,372 for a full time role or £36,067 for a part time role. All appointments are made at bottom of scale.
2. This is a full time post of 36 hours per week, or a part time role, of 4 days a week/28 hours.
3. This is a permanent position.
4. This post will be based at the QSA office, in Bethnal Green.
5. The period of notice either way will be one week during the probationary period and six weeks on its successful completion.
6. QSA has a union recognition agreement with Unite although staff are welcome to join any trade union.
7. This post is subject to a 6 month probation period. After the successful completion of your probationary period, staff are entitled to join the QSA pension plan. This is an additional 6% on top of salary paid into the QSA group personal pension, with a 2% staff contributory element.
8. A full-time worker is entitled to 25 days holiday per year pro rata with the leave year running from January to December, plus 8 bank holidays