

Operations Lead



We are looking for someone to develop our operational systems – including finance and HR – at the heart of our growing organisation, to ensure team life flourishes and we make as much impact as possible. Could you be the person we are looking for?



An Introduction to Kids Matter

Our vision is to see every child in need raised in a strong family. Kids Matter engages local churches to equip parents and carers facing disadvantages with confidence, competence and community, enabling them to thrive.

We train and support facilitators from local churches to run our relational, evidence-informed programmes. Since 2017, we have made an impact in the lives of 1,827 children whose parents and carers have been part of a Kids Matter group. We rigorously measure the impact of our programmes using two standardised measures – so we know parents and carers are growing in confidence and well-being.

Many families facing disadvantage have been hit particularly hard by COVID-19, and we know that in the coming years our programmes will be needed more than ever. We have secured funding to scale our programmes and we intend to reach 510 families in 2021 (compared to 340 in 2019).

An Introduction to the Operations Lead Role

As we grow the staff team from 10 staff to over 15 staff and 5 (paid) ambassadors in the next 12 months, we are looking for an experienced and highly competent individual, who is passionate about our vision, to enable this step change and subsequent growth to take place. Our Operations Lead, supported by our Operations Administrator, will be responsible for developing and maintaining systems (including finance, HR, admin and CRM), and will continue to nurture our people-focused culture which we describe as faithful, respectful, excellent, positive and ambitious.

Location: London (2-3 office-based days each week)

Salary range: £34,000 - £37,000

Contract type: Permanent

Hours: 5 days (35 hours) per week

We are open to the possibility that the Operations Lead might be a part-time role (3 or 4 days a week). The Operations Lead will be at the heart of a growing organisation and therefore the role will undoubtedly evolve over the months and years to come – including as we grow the Operations Team itself. As roles develop, we regularly review our salaries, including benchmarking with similar organisations.

All applications must be committed to the basis of faith, vision and ethos of Kids Matter.

The post is subject to an Occupational Requirement

Kids Matter serves and supports clients within the Christian sector, the nature of the work requires that this post holder has an active faith in Jesus under the Equality Act 2010, Part 1, Schedule 9.

Equal Opportunities

We actively support and welcome integration of people from diverse ethnic backgrounds of varied experiences and skills set to help shape the work and the future of Kids Matter. We are particularly keen to receive applications from African and Afro Caribbean, Asian and other diverse ethnic communities.

How to apply

To apply for this role, please complete the attached application form and return to Phil Green (pg@kidsmatter.org.uk) by **5pm on Monday 9th November 2020.**

The first round of interviews – which will be in the form of a 30-minute Zoom call – will be held on Tuesday 17th November 2020.

The second round of interviews – which will hopefully be face-to-face at our London office (depending on COVID-19 restrictions) and include a presentation – will be on Wednesday 25th November 2020.

If you have any questions about this role or would like an informal conversation, please email Phil Green (Associate: People and Growth) on pg@kidsmatter.org.uk

Operations Lead: Job Description and Person Specification

Job title: Operations Lead

Team(s): Part of the Senior Leadership Team. Leader of the Operations Team.

Responsible to: Executive Director

Responsible for: Operations Administrator

Do you have the ability to make things work well? Are you passionate about people thriving in a healthy organisation? Can you develop systems – and then inspire people to use them? Do you have an eye for detail? If so, you might be just the person we are looking for to be part of our Senior Leadership Team as we take Kids Matter to the next level.

Job Description

1) Developing systems for growth

As we emerge from our 'start-up' phase and prepare for significant growth over the next decade, we need to ensure all our operational systems are in order and scalable. This includes finances, HR, admin support, measuring impact, CRM and probably others we do not yet know we need! Working closely with others across the organisation – including, on occasions, trustees – the Operations Lead will be responsible for reviewing, developing and implementing our systems.

2) Overseeing the finances

Weekly, this will include working with our administrator to ensure the day-to-day bookkeeping, invoice payments and banking is in hand. Monthly, this will include the processing of staff expenses, making sure payroll goes without a hitch and producing easy-to-understand management accounts for the Senior Leadership Team. There will also be project budgets to create for fundraising applications and regular reports to create for funders. Then annually, working with the Executive Director to create a budget and our Treasurer to produce annual accounts – and coordinating our independent examination.

3) Managing HR

Increasing our impact will involve increasing the size of our staff team. The Operations Lead will be responsible for running the recruitment and induction process of new staff. As well as ensuring our policy framework is as good as it can be, the Operations Lead will work with the Senior Leadership Team to ensure we maintain, and develop, the culture we desire. The Operations Lead will be the first port-of-call when employment-related challenges arise.

4) Building and implementing a new CRM

We are about to embark on building a new – Salesforce-based – CRM system, with the aim of transferring to it before mid-2021. The Operations Lead would be responsible for this project – including working with external consultants, embedding the new system, and ensuring its ongoing maintenance and development.

5) Responsible for IT, administration support and capturing impact data

The Operations Team enables the rest of the Kids Matter team to thrive - whether that's making sure everyone's computer is working well, ensuring there is enough admin capacity across the organisation, or developing systems to capture and store the data we need for our rigorous programme evaluations.

6) Being part of the Senior Leadership Team

As part of the Senior Leadership Team, the Operations Lead will be at the heart of a young, growing organisation – looking to respond to the immediate challenges and opportunities while planning for its long-term future. As a Christian organisation, we ask all staff to approach their work prayerfully, and senior leaders are expected to lead staff prayers and devotions. All staff are expected to play an active role in fundraising and to get stuck in when there is work that needs doing.

Person Specification

	Essential	Desirable
Qualifications & Training*		<ul style="list-style-type: none"> • Educated to a degree level • Formal training in finance, HR or CRM systems <p>*Although both desirable, we will place more value on experience than formal qualifications or training.</p>
Experience	<ul style="list-style-type: none"> • Managing HR and/or finance • Developing HR and/or finance procedures • Using CRM systems • Holding a management role within an organisation 	<ul style="list-style-type: none"> • Involvement in the development/implantation of a new CRM system • Holding a leadership role within an organisation
Knowledge & Skills	<ul style="list-style-type: none"> • Exceptionally well-organised with good attention-to-detail • Ability to understand the big picture and produce long-term plans • Excellent written and verbal communication skills • Confident use of IT – including Microsoft Word, Excel, PowerPoint and Outlook. • Understanding of the basics of charity management 	
Personal Qualities & Characteristics	<ul style="list-style-type: none"> • Passion for Kids Matter’s vision to support disadvantaged families through local churches • Able to demonstrate an affinity to Kids Matter’s values • Have a strong personal and corporately active Christian faith • Able to build effective working relationships quickly • Be willing to receive and give radically candid feedback • Desire to always be learning • Have the adaptability required to be an active and responsive team player within the leadership team of a young and growing organisation 	