



Operations Director

Kids Matter engages local churches to equip parents and carers facing disadvantages with confidence, competence and community, enabling them to help their children thrive.

We are looking for someone to lead and deliver 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?

Job title: Operations Director

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

Salary range: £40,000

Contract type: Permanent

Hours: 5 days (35 hours) per week

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

Responsible to: Executive Director

Responsible for: Operations Administrator and Fundraising Lead

Job Description

1) Developing systems for growth

- Ensure all our operational systems – including finances, HR, IT, admin support, measuring impact and CRM – are in order and scalable.
- Responsible for the ongoing oversight and development of all these systems and processes.

2) Overseeing the finances

- Work with our administrator on the day-to-day bookkeeping, invoice payments and banking (weekly).
- Process staff expenses, payroll and management accounts for the Senior Leadership Team (monthly).
- Work with the Executive Director to create a budget and our Treasurer to produce annual accounts – and coordinate our independent examination (annually).
- Create project budgets to for fundraising applications and regular reports for funders (ongoing).
- Line manage the fundraising lead (who is also part of the senior leadership team).

3) Managing HR

- Run the recruitment and induction process of new staff.
- Ensure our policy framework is as good as it can be,
- Work with the Senior Leadership Team to ensure we maintain, and develop, the culture we desire.
- Be the first port-of-call when employment-related challenges arise.

4) Building and implementing a new CRM

- Responsible for planning the transition to a new Salesforce-based CRM system.
- Work with an external consultant to build our new CRM system and transfer data to it..
- Ensure staff are trained and the new system is embedded well.
- Responsible for the ongoing maintenance and development.

5) Being part of the Senior Leadership Team

- Be involved in decision making and shaping the strategic direction of the organisation.
- Approach work prayerfully and on occasions lead staff prayers and devotions.
- Have an active role in fundraising.
- Be prepared to get stuck in when there is work that needs doing.

Person Specification

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.

	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"> • 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 • Ability to contribute to the shaping and delivery of strategy. 	
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 	

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 Tuesday 12th January 2021**.

The first round of interviews – which will be in the form of a 30-minute Zoom call – will be held on Tuesday 19th January 2021.

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 Tuesday 26th January 2021.

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

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 their children 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).

The context for the Operations Director 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 new Operations Director, 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.

Currently, we have an Operations Lead, Katie Akhurst was also responsible for training and church engagement. As we've grown, we have appointed someone else to lead our church engagement activities, and Katie will transition to focus entirely on training and programmes development.

We are open to the possibility that the Operations Director might be a part-time role (3 or 4 days a week). The Operations Director 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.