**Operations Manager**

**Post:** Operations Manager - 0.8 to 1 FTE

**Organisation:** The Linking Network

**Salary:** £30,000 to £36,000 per annumpro rata

**Tenure**: Permanent

**Location:** Hybrid - based at home and our Bradford city centre office circa

two days per week during term-time.

Our office is located in Britannia House, Hall Ings, Bradford, BD1 1HX and is open for use by the team 7am-7pm Monday to Friday

**Responsible to**: The Linking Network Directors

**Application deadline** Midday on Tuesday 8th July

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**Introduction**

*‘Well that was a success for the human race!’* Schools Linking Pupil

This is an exciting and creative opportunity to make a real impact in an established charity with national reach. We are seeking a proactive and motivated Operations Manager who thrives working in a varied role across an organisation. The successful applicant will become part of a dynamic charity that is continuously learning and evolving, building on the foundations of over two decades of leading work to tackle prejudice and inspire community cohesion. You will join a small nurturing and committed team based in the centre of Bradford who are working with schools and communities across the country to make a difference. There is real scope for the successful candidate to shape their role alongside the Directors. For the right candidate we are open to exploring part-time and flexible working options.

The Linking Network inspires and equips schools to support children and young people to build meaningful connections across all forms of difference. We work with 25 Local Authority Areas to deliver a local Schools Linking Programme, collectively reaching 26,000 children, 850 classes in over 500 schools across England. We also work directly with 100 schools locally in Bradford and deliver Intergenerational Linking, reaching around 2,200 pupils in 110 classes and 1000 older people in the Bradford district. For more information on The Linking Network go to: <https://thelinkingnetwork.org.uk/>.

‘*My mum’s never going to believe I’ve got a new friend who is 100!*’ Primary Intergenerational Linking pupil

**Purpose**

The successful candidate will be employed by The Linking Network (TLN) in Bradford and work collaboratively as part of a small team and a wide network of committed stakeholders who are working together to inspire community cohesion through schools across the UK. The Operations Manager will have an opportunity to help shape how the organisation runs, playing a pivotal role in ensuring smooth, efficient and compliant operations. The post-holder will have responsibility for the day to day operations and finances of our charity and offer vital administrative and organisational support to TLN’s team, Board of Trustees and wider network of partners across the country, helping them to plan ahead and enabling them to fulfil their responsibilities.

This role comes with substantial responsibility, as an integral part of a high-performing team working across the UK. We are a small team that achieves big things. The post holder will need to be versatile, dependable and thrive on working in a fast paced, dynamic and supportive environment. In all that we do, we aim to be thoughtful, collaborative, creative, up to date with national thinking, challenging where needed, action focused and to strive for excellence. The role requires an individual who can be a practical thinker with a flexible approach and attitude, with the ability to act on their own initiative as well as part of a team.

This role will have responsibility in three key areas of our work:

1. Supporting our team and network
2. Managing our general operations
3. Managing our finances

The key responsibilities are described in more detail below, these are subject to change as the needs of the charity evolve over time. Training and support will be available for the successful candidate depending on experience.

**Key responsibilities**

**Supporting our team and network**

* Contribute to organisational planning and reporting cycles, in pursuit of our collective vision to inspire community cohesion across the country
* Assist the Directors through diary management, prioritising where needed and supporting preparation before meetings
* Provide general administration support to the team such as booking meeting rooms, arranging travel and maintaining a comprehensive filing system
* Develop our internal processes and support our team meetings with clear agendas and actions
* Support the team to plan and deliver stakeholder meetings and events (e.g., celebration events with our schools and communities), including through sourcing the right venue, managing the guestlist and liaising with speakers
* Help the team develop compelling presentations, training aids, handouts or other communications
* Provide general support to TLN’s Local Areas, for example booking training sessions, printing and posting key materials or following up on agreed actions
* Enable the team to plan effective Network meetings, ensuring the right materials are shared in advance and notes of key points and actions circulated promptly afterwards
* Request and organise accurate records for TLN’s local areas across the country so that we understand our collective work across schools and communities

**Managing our general operations**

* Help foster a supportive, inclusive and values-driven working culture
* Support staff recruitment, induction, development and training, working with the Directors to manage HR records including annual leave
* Work with external providers to ensure the team have the right IT systems and support
* Maintain and update TLN’s website and web-based resources, working alongside the team and our contracted website developer
* Manage the office space and supplies to ensure that the team has the required resources to achieve their objectives
* Provide administration support to the Board of Trustees, including organising meetings, circulating board papers and taking minutes
* Coordinate the implementation of key policies - including Safeguarding, Health & Safety and GDPR - ensuring the policies are kept up to date with support from the Directors and Trustees and all relevant procedures are in place
* Ensure the charity’s insurance, Health & Safety and DBS certificates are up to date and maintain a single central record of safeguarding training and DBS certificates

**Managing our finances**

* Monitor organisational spend against budget, ensuring the timely spending of restricted funds and value-for-money procurement
* Manage payroll and staff expenses and keep finance records up to date
* Administer grants to TLN’s Local Areas, ensuring all contracts are signed, invoices are requested and payments are made on time
* With the support of the Directors and our contracted accountants, prepare monthly management accounts, the year end statutory accounts and budgets for the year ahead and funding applications
* Support the team to develop effective reports that communicate the progress of our work to funders and other key stakeholders
* Ensure all funders receive invoices and any reporting requirements within their deadlines

**Person specification**

**Essential**

* Commitment to TLN’s mission and approach: supporting schools and communities to develop a positive, cohesive ethos by helping children, young people and adults to explore identity, celebrate diversity, and promote community cohesion
* High levels of integrity, honesty and credibility with the ability to maintain the highest standards of confidentiality
* A proactive, can-do attitude with the ability to work independently, take initiative, and function well as part of a team
* Strong interpersonal skills, with ability to establish effective working relationships with colleagues and stakeholders at all levels
* Excellent organisational and administrative skills, with the ability to work strategically, prioritise and manage deadlines without compromising the quality of the work
* Dedication to excellence, attention to detail and commitment to accuracy
* The ability to plan ahead, juggle a range of tasks and see work through on time
* Proven experience in a similar operations or organisational support role
* Confident with budgets, financial administration and working with external finance support
* Strong IT literacy, including experience with cloud-based and other tools (e.g., Word, Excel, PowerPoint, Google Drive)
* Strong verbal and written communication in English - able to produce clear and compelling text
* Able to succeed in a low structured environment, work flexibly and operate well in both face-to-face and remote contexts
* Commitment to ongoing learning and willingness to undertake skills training and professional development as required

**Desirable** (training to be provided as needed)

* Experience managing the operations of a small to medium-sized organisation
* Working knowledge of HR processes
* Financial management experience
* Experience supporting a Board of Trustees or leadership teams
* Familiarity with governance and compliance
* Experience planning meetings and events for multiple stakeholders
* Familiar with policies and procedures, including safeguarding
* Experience managing website pages in WordPress and ability to create presentations
* Flexible to work in such locations and at such times as the organisation may reasonably require in delivering the work

**Benefits and Conditions of Service**

* Full Time Hours: 37.5
* Holidays: 28 days per year to increase to 30 days after two years service, plus Bank Holidays pro rata. Holidays are usually taken within school holidays but can be requested in term time.
* Flexible working and/or part-time hours will be considered, including the potential to work increased hours during term-time and fewer hours during school holidays
* Tailored training and professional development opportunities
* Comprehensive pension scheme with People’s Pension (6% employer contribution)
* Access to an Employee Assistance Programme that supports health and wellbeing in the workplace
* All offers of appointment are subject to TLN receiving satisfactory references and DBS check
* All appointments are subject to a probationary period
* All applicants must have the right to work in the UK

**Equality, Diversity and Inclusion**

The Linking Network is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture. The focus of our work is on bringing people from diverse backgrounds together to inspire community cohesion. We are striving to build a team that reflects the wide range of communities we work with. We are committed to nurturing an inclusive and cohesive environment, where everyone can thrive, irrespective of working pattern, socio-economic background, protected characteristic,or any other circumstance.

**How to Apply**

Please send a cover letter and CV to [info@linkingnetwork.org.uk](mailto:info@linkingnetwork.org.uk) with the subject line ‘Application: TLN Operations Manager’. The deadline for applications is **midday on Tuesday 8th July.**

Your cover letter should be no longer than two A4 pages and include the following:

* Why you want to join The Linking Network
* What attracted you to this particular role
* Examples of how you meet the experience, skills and competencies set out in this job description.

If you have any questions about the role or if there is anything we can do to support your application please get in touch with Meg Henry and Linda Cowie at [info@thelinkingnetwork.org.uk](mailto:info@thelinkingnetwork.org.uk)

First round interviews will be held on **Monday 14th July online**, and second round interviews will be held on **Thursday 17th July** in our Bradford office. We will offer feedback to candidates who are interviewed. We won’t be able to provide feedback to unsuccessful candidates who are not shortlisted.

