**Head of Enterprise Operations**

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| **JOB TITLE:** | Head of Enterprise Operations |
| **SCALE:** | £35,000-£45,000 per annum dependent on experience. |
| **RESPONSIBLE TO:** | Director |
| **DURATION:** | Permanent |
| **LOCATION:** | Operational base in Belfast City Centre. |
| **HOURS OF WORK:** | Full time 37.5 per week. |

**ABOUT THE TURNAROUND PROJECT:**

***“Redefining the boundaries between the justice system and the wider community.”***

The Turnaround Project’s vision of a community where everyone has hope and opportunity. We work with society to enable people who have served sentences in prison or the community to turn around their futures.

Our approach seeks to address the factors and barriers that impact people on their journey away from the justice system. **Transitional training and employment** opportunities, before and after people complete their sentences, sits at the centre of what we do. Our transitional training and employment opportunities are provided within our social enterprises. Established and run by the Turnaround Project, they provide real training and real jobs, in real enterprises. Transitional employment is different to conventional employment, with our enterprises providing a supportive environment that recognises the particular challenges faced by many of the people we support.

**ABOUT THE OPPORTUNITY**

We are seeking an experienced enterprise operations leader to oversee our Charity’s ongoing enterprise operations, functions and procedures. This role has the potential to develop into an Assistant Director position in the future, and will include responsibility for commercial strategy, income generation and day-to-day operational excellence, quality, client/customer focus and helping to create positive impact for people who have experience of the justice system.

The post-holder will have scope and responsibility across a range of functions, including our growing property maintenance enterprise, ‘Outwork’, other developing enterprises, finance, and health and safety. You will be an experienced and effective leader, self-motivated and able to think strategically and lead operationally. You will be able to develop and cultivate internal and external relationships, and be passionate about expanding our opportunities for people to turn around their futures.

**Key Roles and Responsibilities**

1. **LEADERSHIP AND MANAGEMENT**
   1. Working together with the Director, Office Manager, Supervisors, and other support staff, ensuring performance in line with Turnaround’s goals and strategic plan, implementing service improvements and developments, ensuring key stakeholders are informed of the Charity’s impact.
   2. Providing effective leadership for the enterprise operations within the Turnaround Project, managing social enterprises for quality, profitability, and excellent customer service.
   3. Leading the development and delivery of annual work programmes for the enterprise operations, ensuring oversight and management of systems, contracts, processes, and procedures, ensuring they are implemented within a context of continuous improvement.
   4. Motivating, supporting and directly line managing staff, building an effective and resilient team, undertaking performance management for own area of responsibility, goal setting and KPIs.
   5. Deputising for the Director when required, and providing secretariat assistance to the Director in their role supporting the Board and its committees, ensuring compliance with duties under Charity and Company law, and Turnaround’s Articles of Association.
2. **INCOME & FINANCE**
   1. Growing the organisation’s income streams, developing new areas of enterprise/primary-purpose trading income suitable for entry-level employment positions and practical transitional employment opportunities.
   2. Supporting the organisation to be effective, efficient and economical with a keen focus on costs, income diversification and generation. Assisting in the development of an organisation-wide income generation and fundraising strategy and action plan.
   3. Liaising with external accountants and company auditors to ensure timely and accurate financial reporting including completion, presentation, and submission of compliant, annual audited accounts.
3. **BUSINESS OPERATIONS**
   1. Directly line managing the Office Manager who is responsible for improving operational systems including HR, Finance, IT and Facilities and ensuring the smooth running of all day-to-day processes.
   2. Ensuring that essential Health and Safety requirements, site-based and office-based risk assessments, method statements, fire safety and first aid provisions, etc are in place and complied with in order to ensure safe practices.
   3. Ensuring enterprise and organisational policies and procedures are reviewed and updated in line with requirements.
4. **RELATIONSHIPS AND STAKEHOLDERS**
   1. Managing key customer and stakeholder relationships as relevant to the enterprise operations, including contractors, suppliers, funders and donors, ensuring high quality timely reporting and quality.
   2. Working with the Director to support business planning and budgeting, providing appropriate financial and contract-related information and analysis to team colleagues, the Board of Directors and its committees, as required.
   3. Undertake all other reasonable duties as expected in line with the post requirements.

**Person Specification – Head of Enterprise Operations**

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|  | **Essential Criteria** | **Desirable Criteria** | **Method of Assessment** |
| **Qualifications** | * Third-level qualification in a relevant discipline (finance, business etc.) and at least three-years’ experience of working at a senior management/leadership level within a multi-faceted organisation.   OR   * Five years’ experience of working at a senior management/leadership level within a multi-faceted organisation. | * Post-graduate leadership, management, or financial qualification relevant to the post. | CV |
| **Experience** | * Experience working across a range of functions and managing competing demands. * Extensive senior management/leadership experience with direct involvement in key organisational decision-making. * Experience of developing and delivering strategic and operational plans, monitoring effectiveness in meeting the charity’s goals, aims and generating impact for beneficiaries. * Extensive experience of business planning, annual budget preparation, financial analysis and managing financial policies and procedures. * Experience of client and customer contracts management. * Experience of successful income generation through funding and/or contracts, for a project/organisation in excess of £250k annually. * Experience of line-managing and developing teams across functional areas and project management. | * Experience of working in a voluntary & community sector organisation, social enterprise charity or other non-profit. * Experience of working to satisfy audit requirements. * Demonstrable experience of good governance and experience of * supporting a Board of Directors within the VCSE sector. * Experience of operating accounting software. | CV, Cover Letter, Interview |
| **Knowledge / Skills** | * Knowledge of legislative (HMRC) requirements surrounding finance and payroll. * Knowledge of the community and voluntary sector in NI. * Proven track record in developing new and existing income streams, generating income through contracts, grant funds and other sources. * Knowledge of regulatory requirements and charity governance, particularly financial governance. * Ability to organise own and others workload to ensure efficient and effective working practices, working to improve systems, practices and processes. * Strong analytical skills. * Working knowledge of IT/business infrastructure and MS office. * Hold a full (i.e. not provisional) clean, current UK driving licence.  This criterion may be wavered, if a disability prohibits driving.  In this case, please demonstrate how you would meet the transport requirements of this post. | * Understanding the barriers, circumstances and factors that impact people from disadvantaged backgrounds or who have been in contact with the justice system. * Ability to produce financial reports, charts and summarise statistics. * Understanding of Safeguarding requirements and procedures. | Cover letter, Interview |
| **Behaviours**  **/attributes** | * Excellent interpersonal skills, collaboration and leadership. * Strong leadership acumen, taking difficult decisions and putting the organisation first. * Communication skills both verbal and written. * A positive commitment to continuous improvement. * Flexible and adaptable approach to work. * Calm, professional manner, committed to problem-solving. |  | Application Form/Interview |
| *\*This post is subject to Basic Access NI Disclosure.* | | | |