

## Head of Operations

### Job Description and Person Specification

Location:	London (Angel) minimum 2 days per week in the office
Hours:	This is offered as a part-time role for 3 days a week (but we are open to candidates wishing to do 3 days across a 4-day week)  Office hours but some flexibility will be necessary, including occasional evenings
Salary:	This is a permanent role, within a salary band of c. £43,000 - £50,000 pro rata (with some flexibility based on experience and skills)
Application deadline:	Wednesday 1 <sup>st</sup> February 2023, 5pm

### About the Blaggrave Trust

We are an independent charitable trust dedicated to enabling young people to transition to adulthood successfully. We hold investments of c. £44 million, which along with other income sources, funds all the work we do including grant-making. We fund work nationally, as well as having a specific focus on several counties in the South West and South East of England.

Our mission is to promote and empower young people as powerful forces for change, and support work that ensures their voices are heard in matters that affect them. We do this primarily by providing grants to organisations working with young people, influencing youth policy alongside them and investing directly in young changemakers. We also increasingly act as a facilitator and agent for change, bringing groups of young people and partners together to explore, share and learn together.

You can read our full 2022 – 2026 strategy [here](#).

We are committed to having young people drive our mission at every level of the organisation – we currently have a young and diverse trustee Board, including 4 trustees

under 26, that reflects diversity of class, lived experience and ethnicity. We also currently have c. 18 paid advisors working with us to develop strategy and make decisions on who we fund.

## **Context**

We are an ambitious, agile, collaborative, and passionate organisation. The Trust's focus and direction is increasingly driven by what the young people we are here to serve prioritise and we have a clear sense of accountability to those young people. Our work is underpinned by strong values, including an approach to funding that is extremely relational and a recognition of the need to reform the status quo and contribute to learning. Do please find out more about the Trust at [www.blagravetrust.org](http://www.blagravetrust.org)

Over the last 10 years the Trust has been on a rapid journey of transformation and is in a strong and healthy place. It has a team of 8 experienced staff, with an annual grant spend of c.£3million, the possibility to grow income if desired, and a responsible investment strategy underpinning our wider asset management.

In mid- 2022 the Trust began its transition to new leadership, with a new CEO and Chair of trustees, in addition to its new strategy. This new leadership is focused on building on the great work that has been done over the last 10 years, getting closer to the communities we serve and developing a culture of care, all to enable us to best enact our new strategy.

Could you support an ambitious Trust to develop the structures, policies and care to advance the support for young people? For the right person, this is an incredible opportunity to support the growth of a talented team. In addition, you would also be a part of strategic explorations with regards to our capital and property assets with the opportunity to align them with our organisational aims and values.

## **About you**

We are looking for a candidate who fully believes in the mission of the Blaggrave Trust. Ideally you will be experienced of working in organisations in transition or growth. You do not have to have any prior experience of working in grant-making, but you must have a passion for social justice work and for authentically supporting young people. You should have experience working in an operations capacity demonstrating your ability to problem solve, managing Human Resources and reporting to a Chief Executive. See the Person Specification below for more details on what we are looking for.

We are open to candidates from all backgrounds, but we will prioritise those who will help us to continue to diversify the voices heard in philanthropic work and in particular centring young people in all we do. We are committed to creating an equitable environment where all can thrive. We will ensure that the recruitment process and decision making ensures representation of both age and other forms of diversity.

## **Job Purpose**

To lead in the development of an internal HR function whilst also supporting the wider operations of the Trust. This is a new role, and we are looking for someone that doesn't mind getting stuck in and developing their role alongside the CEO.

## **Key elements of the role**

### **Organisation**

1. Monitoring and supporting the development needs of the Blaggrave Team inclusive of the board of trustees.
2. Coordinating weekly and monthly team meetings.
3. Represent Blaggrave externally to share best practice whilst supporting the sector to develop internal cultures that support systemic change.
4. Working closely with the team to manage elements of our communications
5. Managing and setting up of new services and systems in order to better fulfil our mission
6. Management of Office contracts, including any future moves.

### **Human Resources**

1. Developing a HR function internally at the Blaggrave Trust. This will be the first role of its kind so there will be a lot of scope to finetune and/or develop new HR policies and procedures with an emphasis on all policies supporting a culture of care.

2. Serving as the first port of call for all HR related inquiries and concerns for the team, inclusive of managing team annual allowances
3. Leading a review of our HR policies and revising our internal staff handbook.
4. Running of bi-yearly appraisals.
5. Overseeing and leading on future recruitment.
6. Supporting the organisation to develop a culture of care in alignment with our strategy to bring about systems change.
7. Represent Blaggrave externally to share best practice whilst supporting the sector to develop internal cultures that support systemic change.

### **Safeguarding and GDPR**

1. Taking on the role of the Trust's GDPR lead, taking yearly training and running learning sessions to grow the team's understanding of GDPR and how it pertains to our work.
2. Supporting our external safeguarding consultant to conduct an organisational-wide safeguarding review in early 2023.
3. Taking on the safeguarding lead role from the CEO and working closely with the designated safeguarding officers to identify training opportunities, work through any safeguarding issues and to meet regularly to coordinate our safeguarding efforts and responsibilities.
4. Representing Blaggrave in sector safeguarding groups to connect with other safeguarding leads and to engage with sectoral conversations regarding best practice.

### **Other organisation duties**

1. Line management – line managing up to three staff members of the Blagrove team.
2. Trustees – Supporting the Trustees and the preparations for board meetings (held quarterly in person) including supporting to take minutes on occasion and coordinating board papers.
3. Support in reviewing and developing annual operational budgets with the Finance and Governance Manager and CEO.
4. Join team learning sessions to strengthen our collective understanding of the challenges facing young people in addition to other training opportunities to ensure we become an anti-oppressive organisation.
5. Wellbeing – coordinating and further developing the Trust’s wellbeing offer to team members, trustees and our young advisors.

### **Person Specification**

We are looking for someone who is experienced at managing operations of organisations in transition or growth, who is willing to both consolidate the huge progress made in the past few years and deliver on an agreed strategy, whilst also maintaining a clear eye on the future, identifying opportunities for further evolution where appropriate. Someone who is deeply committed to social justice principles and is passionate to promote and empower young people as powerful forces for change, and support work that ensures their voices are heard in matters that affect them

This will be a varied role in what remains a fairly small but diverse and experienced team of 8. As such the person will have to have the humility and willingness to undertake key tasks themselves e.g. managing diary and taking minutes on occasion, whilst combining this with senior level representation and HR leadership.

The Trust believes in living its values in how it operates – the right candidate will have a deep commitment to listening and learning; knowledge equity; emotional and cultural intelligence that supports diversity, equity and inclusion

We recognise that the right person may not possess all the skills listed and we will provide a sound transition, support & development package to fill any experiential gaps. However, we are looking for exceptional candidates who can demonstrate strong skills in most of the following areas:

- Safeguarding experience with young people (both under and over 18)
- A non-linear career – they may have worked in more than one sector (e.g. international development, government, or outside the charity sector)
- A strategic and systematic thinker – able to connect ideas and people
- Empathy and respect for the lived experiences of those young people we serve
- Comfortable with complexity and a skilled oral and written communicator
- Organised and proactive with appropriate management experience to be confident developing this role alongside the CEO.
- A sophisticated understanding of culture and its impact on partner relationships, staff motivation, wellbeing, and impact

We are open to younger candidates in line with our mission, provided they have exceptional abilities to bring to the team.

Candidates must be eligible to work in the UK

## **Terms and Conditions**

Salary – the salary band is c. £43,000 – £50,000 (with some flexibility depending on experience)

This is offered as an office-based contract i.e. our London base is your primary place of work, spending a minimum 2 days per week in Islington, but with significant flexibility built in.

Pension contributions currently 5% employer contribution on qualifying earnings and 5% employee contributions on the same basis.

Annual leave 25 days p a (increasing by 1 day p.a. after 5 years service to a maximum of 30 days)

We have begun developing a wellbeing package which at present consists of twice-yearly personal wellbeing grants and access to the Headspace wellbeing app.

Each team member at Blaggrave has access to a considerable personal development budget and this is also supported by regular group training and learning opportunities. Beginning in 2023 we will also have quarterly team building and wellbeing days.

## **Application Process**

Please apply in writing by submitting a brief CV and covering letter outlining what you believe you will bring to this role to [hr@blagravetrust.org](mailto:hr@blagravetrust.org) by Wednesday 1<sup>st</sup> February 2023 at 5pm and completing our [equal opportunities form](#).

First interviews are likely to be completed by week commencing 13<sup>th</sup> February and final interviews (expected week commencing 20<sup>th</sup> February) will be face to face in London

We aim to have made an offer to the right candidate by early March 2023.