

Application pack

Operations and Office Manager



31st May 2017

Operations and Office Manager

Report to	Operations and Finance Director
Closing date	26th June 2017 at 9am
Salary	Up to circa £32,000 per annum (dependant on experience) plus benefits
Hours	Full time
Location	London, WC1
Contract	Permanent

The organisation

Unlocked Graduates is a start-up that offers top graduates and career changers a ground-breaking opportunity to work in prisons as officers for two years. During this time, participants will focus on breaking cycles of re-offending and giving second chances to those who lacked opportunities earlier in life, alongside completing a rigorous leadership development training programme. The skills they learn will propel them into leadership roles in a range of sectors when they complete the scheme. We want to see a country where prisons successfully rehabilitate, and reoffending rates are significantly lower.

Our mission

The aim of Unlocked Graduates is to break cycles of re-offending by developing outstanding individuals to lead rehabilitation in prisons and throughout society.

The role

Unlocked Graduates is seeking an exceptional Operations and Office Manager to support our expansion. We are a start-up organisation so offer a blank slate for the right candidate to work with. We are looking for someone with a keen eye for detail, a can do attitude, an expert who can fix the problem and develop the solution. You will believe in, and have a strong passion for the mission of the organisation, and be a key team member, helping all departments to achieve their goals. We are a movement for change, and are seeking a bright and capable individual who is willing to go the extra mile to make this happen.

Key accountabilities

Compliance and risk

- Develop and maintain efficient and compliant operational policies
- Design and regularly maintain the organisational and team risk registers
- Manage organisational operational insurance provisions
- Lead day-to-day contact with support teams re: ICT, procurement, risk, HR and payroll.

Premises and Office Management

- Develop and manage office and ICT systems, including training staff, contract management and procurement
- Lead contact for office support contractors, and for premises and office queries
- Manage the office budget, and supervise office-based volunteers
- Act as Health and Safety Officer, Fire Warden, and First Aid Officer.

Policy development and implementation

Under the supervision of the Operations and Finance Director, develop and implement policies and procedures to ensure we comply with best practice in:

- Health and Safety
- Data Protection
- Employment law
- Cyber security.

Operational development and expansion

- Lead the operational management, and contribute to the operational strategy and design, of our expansion programme
- Coordinate staff meetings and away days
- Contribute to the strategy and development of the Operations and Finance team
- With the Finance Manager, ensure the effective integration of operational and finance systems.

Governance and executive support

- Support the company secretary with governance compliance and statutory reporting
- Coordinate Key Performance Indicator (KPI) reporting to executive team; contribute to contract KPI reporting
- Support the Operations and Finance Director to lead the annual business planning of the organisation, and assist with reporting against this plan
- Manage the governance administration and diary management of board sub-committee and executive team meetings, and support the CEO with diary management

HR administration

- Lead on HR compliance administration; assist with pensions administration
- Lead contact with Catch22 People Services and Payroll teams
- Support the Operations Director to develop and maintain HR policies
- Keep abreast of employment law, and HMRC policies and procedures
- Coordinate staff wellbeing activities and contribute to our people culture
- Research HR best practice and make recommendations for HR improvements.

Other key responsibilities

- Be committed to the mission and values of Unlocked Graduates
- Be a service provider and capacity builder for the organisation as a whole
- Develop and coordinate the team to deliver against the operations workplan

- Keep abreast of all relevant legislation changes
- Other duties as agreed with the Operations and Finance Director as commensurate with the nature and seniority of this position.

Person specification

Experience

- Line and project management experience
- Negotiating, procuring and managing office and operational contracts and budgets
- Cultural change management, preferably within a growing organisation or start-up
- Knowledge and experience of a wide range of compliance requirements including health and safety, data protection, employment law, and cyber security
- Leading on ICT development and systems improvements
- Developing operational KPIs and reporting systems
- HR policy development and administration
- Organisational governance and compliance reporting
- Qualified to degree level, or equivalent (desirable)

Skills and characteristics

- A self-starting, analytical, and solutions focused approach to developing systems
- Service minded and proactive approach to supporting colleagues
- Excellent interpersonal skills to work with many internal and external stakeholders
- Outstanding IT skills, including proficiency in all aspects of Microsoft Office, relevant financial packages, and knowledge of database management
- Exceptional programme and project management skills
- Highly organised with an ability to plan, prioritise and manage deadlines
- A commitment to Unlocked Graduates' vision, mission and values
- Evidence of working as a team player and collaborative working
- All staff are expected to follow Unlocked Graduates' Equal Opportunities policy.

To make an application

To apply, please send a **CV (including salary level earned for each post) and a letter of application** explaining your interest in this post and how you meet the points in the person specification above. Please also give details of two referees and kindly complete the equal opportunities monitoring form attached. **Applications can be made by email.** Applications should be sent to shona.tchilingirian@unlockedgrads.org

If you would like to have an informal and confidential discussion about the role or about the process please contact Shona Tchilingirian using the contact details above.

Closing date: Monday 26th June at 9am

First round interviews: Thursday 29th June

Second round interviews: Tuesday 4th July

For more information about Unlocked please visit our [website](#).