



Job Description

Operations Manager

Location	Central London (see Covid-19 note below)
Reports to:	Director
Contract:	Part-time, permanent
Hours:	Three days a week, generally to be worked between the core hours of 9am and 6pm Monday to Friday
Salary:	£30-£34k per annum pro rata

Established in 1921, English PEN is the founding centre of PEN International, a worldwide writers' association with 145 centres in more than 100 countries. We campaign to defend writers and readers in the UK and around the world whose human right to freedom of expression is at risk, through campaigns, residencies, events and translation programmes.

We are now looking to recruit an experienced and highly organised operations manager to maintain, develop and improve our administration structure and establish office systems when we move into a new central London office in the autumn.

This is a management level role, ideal for someone who likes to implement and oversee efficient operations and who understands the HR, legal and governance requirements and logistics of a small charitable organisation.

English PEN wishes to encourage applications from candidates who are under-represented in the creative industries and charity sector.

THE ROLE

Purpose

- Manage the organisation's day-to-day operations and systems
- Coordinate and support Board, AGM and governance requirements
- Lead on development of internal policies and procedures to ensure compliance with legal requirements and best practice

Specific Responsibilities

General Management

1. Take responsibility for English PEN's office and equipment, acting as first point of contact for the office lease and larger-scale equipment purchases
2. In liaison with the Director, ensure English PEN is appropriately insured and policies up to date
3. Manage IT and telecoms provision with support from external IT contractor as appropriate
4. Ensure reports to funders, including Arts Council England, are submitted on time, liaising with the Director and wider staff team to ensure appropriate systems are in place to collect the required information
5. Support the recruitment, induction, development and training of staff and volunteers
6. Oversee contract management for permanent staff, freelancers and other contractors and English PEN adheres to all relevant legislation

Governance

7. In consultation with the Director and Chair, coordinate board meetings and set the annual business schedule
8. Attend and minute all trustees' meetings and working groups as required
9. Ensure trustees are correctly registered and maintain the register of trustees in accordance with company law
10. Work with the Director and Membership & Events Coordinator, to organise the Annual General Meeting
11. Ensure accurate and timely reporting to statutory bodies including Companies House and the Charity Commission

Policies & Procedures

12. Ensure all company policies and procedures, including the Staff Handbook, are relevant and appropriate and promote good practice, including Equality, Diversity and Inclusion, Safeguarding Health and Safety and Environmental Sustainability
13. Maintain an effective filing and data management system for the organisation

Other

14. Line manage the Programmes & Administration Assistant
15. Be a first aider and fire marshal for the office
16. Perform any other duties as may from time to time be deemed necessary by the Director and Board of English PEN.

KNOWLEDGE, SKILLS, EXPERIENCE

Essential

- Previous experience in an administrative or operations role
- Understanding of the charity sector and related HR, legal and governance requirements
- Strong organisational skills:
 - Self-motivated
 - Able to meet deadlines
 - An eye for detail and follow up
- Discretion and trustworthiness; you will often be party to confidential information
- Excellent communications skills, both in writing and verbally
- Highly competent in Office 365 and Microsoft Office
- Problem solving aptitude
- Ability to work on own initiative as well as being an enthusiastic team player
- A commitment to the principles of diversity and equality and to implementing these within all areas of work
- Knowledge and enthusiasm for English PEN's mission and values

Desirable

- A passion for literature

How to Apply

To apply, please upload the following three documents to
<https://hr.breathehr.com/v/operations-manager-17879>

1. Your CV
2. A covering letter telling us why you are interested in the role and explaining how your knowledge, skills and experience made you a suitable candidate
3. An equality monitoring form

Deadline for applications: 12 noon, Tuesday 31 August 2021

Interviews will take place via video call on Wednesday 15 September 2021

Please note, applicants must be current UK residents with a legal right to work in the UK.

Terms & Conditions

Salary

£30-34k per annum pro rata

Hours of work

This is a part-time post and the postholder will be expected to work 21 hours per week on average, generally between the core office hours of 9am to 6pm Monday to Friday.

Due to the nature of the role it may occasionally be necessary to work some evenings and weekends in order to fulfil your role successfully. English PEN does not pay overtime allowance but time off in lieu (TOIL) may be taken by agreement with your line manager and in accordance with the Staff Handbook.

Flexible working

English PEN is committed to offering flexible working where possible and by agreement.

Location

The post will be based at English PEN's central London office. Some travel local and national travel will be required. The postholder may sometime need to work remotely; please note our Covid-19 statement below.

Annual Leave

Paid annual leave of 25 days per annum plus eight public holidays pro rata.

Pension

English PEN operates a group personal pension scheme which is open to all employees. Membership will be by auto-enrolment three months after the starting date.

Probationary period

There will be a probationary period of three months.

Expenses

You will be reimbursed for all reasonable travel, accommodation and other expenses which are wholly, exclusively and necessarily incurred in relation to the performance of your duties and responsibilities, in line with English PEN's expenses policy.

Notice Period

Following the successful completion of a three-month probationary period, one month's notice is required. During the probationary period, two weeks' notice is required on either side.

Policies and Procedures

You are required to comply with all the policies and procedures stated in the staff handbook and as provided by English PEN.

Equal Opportunities

English PEN is committed to equality of opportunity in all its activities and employment practices.

COVID-19 RECRUITMENT STATEMENT

Please note that during this time, our recruitment process will be a bit different to normal and measures will be put in place to ensure the safety of candidates and our own staff through every process from application, short-listing, interviews and offer stage.

The usual place of work for this role would be English PEN's central London office however, all English PEN staff are currently working from home. Risk assessments and safety policies are being developed and will be implemented in due course to ensure a safe return to our premises in line with changes to government guidance and in consultation with our staff. Any new staff joining our team in this interim process will be consulted with in the same way whilst transitions to working environments are taking place. New staff will receive the support and provision required to effectively perform the job role, particularly if this cannot be within the office environment (i.e. working from home).

Successful short-listed candidates will be invited to an interview that will be conducted in a safe, and in an appropriately socially distanced manner. This may be via Zoom, or other video-conferencing apps, over the phone, or even in person if this is deemed safe and appropriate for all parties, and in line with government guidance at the time. Interview format will be discussed and agreed with each successful short-listed candidate.

Format and procedures for commencement of the position, inductions and training will be discussed with successfully candidate at offer stage.