



## JOB DESCRIPTION

### Head of Operations

Location	24 Bedford Row, London WC1R 4EH
Responsible to	Director
Responsible for	Translation and Administration Officer
Salary	£35,000-40,000 p.a
Contract	part-time, permanent
Hours	Three days a week, generally to be worked between the core hours of 9am and 6pm Monday to Friday. This role will require occasional evening work.
Leave and benefits	<ul style="list-style-type: none"><li>• 15 days annual leave (plus a pro-rata calculated public holiday allowance) in addition to office closure during Christmas period</li><li>• English PEN has a hybrid working policy in place for all staff</li><li>• Employer contributory pension scheme</li><li>• Counselling service offered to all staff</li></ul>

## THE ORGANISATION

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 Head of Operations to maintain, develop and improve our administration structure and establish office systems in our central London office.

This is a senior 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 is keen to encourage applications from all members of the community regardless of gender, age, disability, ethnicity, gender identify, sexual orientation, religion belief, marital status, pregnancy or any other personal circumstance who are under-represented in the creative industries and charity sector.

## **THE ROLE**

### **Purpose**

- Lead the organisation's day-to-day operations and systems
- Lead on organisational HR
- 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**

- Take responsibility for English PEN's office and equipment, acting as first point of contact for the office lease and larger-scale equipment purchases
- In liaison with the Director, ensure English PEN is appropriately insured and policies up to date
- Manage IT and telecoms provision with support from external IT contractor as appropriate
- 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
- Be the main point of contact for HR within the organisation
- Oversee recruitment, induction, development and training of staff and volunteers
- Oversee contract management for permanent staff, freelancers and other contractors and English PEN adheres to all relevant legislation

### **Governance**

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

### **Policies & Procedures**

- 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
- Maintain an effective filing and data management system for the organisation

### **Other**

- Line manage the Translation and Administration Officer
- Be a first aider and fire marshal for the office
- 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/head-of-operations-23180>

1. Your CV (NB please ensure this is anonymous removing any identifying information)
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 (again please ensure any identifying information is removed)
3. An equality monitoring form

Deadline for applications: **9am, Wednesday 1 June 2022**

Interviews will take place on **Thursday 16 June 2022** at English PEN's office

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

## **Terms & Conditions**

### **Hours**

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.

### **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, three months' notice is required. During the probationary period, one months' 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.