Job Description
Head of Operations

Location | Central London
Reports to: | Director
Contract: | Full-time, permanent
Hours: | Five days a week, generally to be worked between the core hours of 9am and 6pm Monday to Friday
Salary: | £45 – 48k per annum

Leave and Benefits
- 25 days annual leave (in addition to all statutory public holidays) plus office closure during Christmas period
- English PEN has a hybrid working policy in place for all staff
- Employer contributory pension scheme
- Employee Assistance Programme offered to all staff

THE ROLE

English PEN is in a period of strategic growth and consolidation of mission and as part of this we are seeking a full time Head of Operations. This newly expanded role will work closely with the Director and the Senior Management Team, overseeing the organisation’s systems, finances and HR, managing and caring for the day-to-day workings of the organisation, supporting the staff team, line managing relevant staff and maintaining/improving culture and processes.

Overall 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
- Oversight of organisational finances and responsibility for ensuring these are completed and submitted on a timely basis
- Ensure Equity, Diversity and Inclusion are embedded throughout our internal culture and in all of the work that we do
- Lead on HR for the organisation
- Support on delivery of strategic goals for the organisation

Specific Responsibilities

Strategic
- Work closely with the Director to develop the charity’s strategic plan and its implementation
- Review and improve existing procedures and systems for the effective management of the charity
- Developing systems of monitoring that can capture and analyse performance data to track progress of projects

Governance
- In consultation with the Director and Chair, coordinate board meetings, coordinate and organise all related paperwork, set the annual business schedule and organise the Annual General Meeting
- Attend all trustees’ meetings and working groups as required and ensure these are appropriately minuted
- Ensure trustees are correctly registered and maintain the register of trustees in accordance with company law
- Ensure accurate and timely reporting to statutory bodies including Companies House and the Charity Commission

**Human Resources**
- Taking overall responsibility for the wellbeing, care and culture of the team
- Line manage staff, including the Finance Manager (vacant) and the Administration Officer
- Lead on the recruitment, induction, development, support and training of staff and volunteers, along with the development of appropriate systems in relation to this
- Developing planning, monitoring the appraisal systems for English PEN
- Oversee contract management for permanent staff, freelancers and other contractors and English PEN adheres to all relevant legislation
- Working with the Director to ensure staffing and other resources are aligned with organisational strategy and business plan, ensuring clarity for staff on areas of responsibility
- Leading on internal communications to ensure staff are best able to understand organisational priorities and vision, to include organising meetings and away days in line with our wider communications plan
- Ensure that English PEN maintains a work environment that is safe and secure for all staff and volunteers
- Management of staff leave, absence, sickness and maintenance of personnel file.
- Manage investigations, disciplinary and grievance matters in conjunction with the Director and the Board of Trustees as appropriate
- Provide support to staff on HR issues, as and when required, and ensure they are aware of the policies and procedures, and able to operate them effectively.

**Finance**
- Oversee financial processes and systems, managing cashflow and income generation
- Work closely with the Head of Development to support income generation, including fundraising bids and ensure reports to funders, including Arts Council England, are submitted on time, with appropriate systems are in place to collect the required information

**Policies & Procedures**
- Ensure all company policies and procedures, including the Staff Handbook, are up to date, relevant and appropriate and promote good practice, including
Equity, Diversity and Inclusion, Safeguarding, Health and Safety and Environmental Sustainability
- Maintain an effective filing and data management system for the organisation

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
- Oversee administrative systems ensuring they are effective, resilient and good value for money

Other
- Deputising for the Director on operations related questions when necessary
- Along with the 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.

Skills and Experience

The successful candidate will have:
- Substantial experience gained in a senior strategic level role, ideally within an arts organisation and/or charity
- Demonstratable commitment Equity, Diversity and Inclusion and experience of integrating EDI ambitions into ways of working
- Significant experience and expertise in delivering complex projects
- An excellent communicator with the ability to communicate clearly, effectively and with authority to a wide range of people across a range of platforms
- Extensive administrative experience and able to demonstrate meticulous attention to detail, including drawing up/managing budgets
- A strong understanding of HR processes
- Committed to promoting English PEN’s wider work for literature and freedom of expression
- A willingness to be flexible in responding to the organisation’s needs.

Summary Terms & Conditions

Salary
£45k - £48k per annum.

Hours of work
This is a full-time post and the postholder will be expected to work 35 hours per week 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 the 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.

Equal Opportunities

English PEN is committed to equality of opportunity in all its activities and employment practices. As such we currently ask applicants to remove any personally identifying information from their CVs and cover letters.

How to Apply

To apply, please upload the following three documents to: 

recruitment@englishpen.org

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: 12 noon, Friday 19 July 2024.

Interviews are likely to take place on Friday 26 and Tuesday 30 July 2024.

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