

## Director of Operations

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**Title:** Director of Operations  
**Reports to:** Chief Executive Officer  
**Purpose:** To lead on the financial, operational and HR management of the organisation. This includes taking senior managerial responsibility for the staff team, leading the staff team in the delivery of the Strategic Plan, ensuring the organisation meets its legal, financial & charitable obligations, delivering organisational change, and to provide support to the Board of Trustees & Chief Executive Officer

### Terms

**Salary:** £39,000 pro rata including London weighting + good benefits package  
**Contract:** Permanent  
**Hours:** 4 days per week  
**Pension:** 10% employer contribution  
**Holiday:** 26 days per year pro rata  
**Based:** London office, NW1

**Line Manages:** Head of Programmes & Business Development  
Head of Research & Campaigns  
Administrator  
Finance Officer

## Responsibilities & Duties

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The Director of Operations role has been created as part of the restructure of Attitude is Everything from April 2018 onwards. To enable the current Chief Executive Officer to focus on shaping & the organisation's position & influence within the music industry, & leading on public affairs, the new role of Director of Operations will work closely with the Staff Executive Team & the Board & share their passion & motivation for the work of Attitude is Everything.

The Director of Operations will be able to demonstrate team leadership skills at senior management level - having the capacity to lead Attitude is Everything & make independent decisions in the absence of the Chief Executive Officer. The successful candidate will take senior responsibility for managing the staff team. They will be managing a significant budget.

Due to the seniority of the role, aspects of it involve a high degree of confidentiality with regard to the production of documents, the content of correspondence and the content of oral communications. A degree of detachment is required to ensure that confidential issues are not disclosed.

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## Financial Planning and Management

- To lead on planning and managing all aspects of organisational and project budgeting and forecasting
- Prepare appropriate quarterly management accounts for the Board and Senior Management Team and project management accounts for staff and funders as necessary
- Oversee and line-manage the Finance Officer to administrate day-to-day financial transactions including invoicing, payments, payroll, bank reconciliation and preparation of annual accounts
- Ensure financial controls are appropriate and implemented correctly
- Manage the General Purpose and Finance Subcommittee meetings to support governance of finances

## Operations Management and Strategic Development

- Working with the Board and the staff team, lead the Strategic Planning process and write the plan
- Write and manage the delivery of the following Strategies – Risk Management, Environmental and Diversity – and oversee the development of the Business Development, Fundraising and Marketing, PR & Communications Strategies
- Develop administrative, data and IT systems and processes to enhance organisational efficiency and improve the delivery of the goals set out in our Strategic Plan
- Develop our monitoring and evaluation tools to effectively demonstrate the impact of our work and oversee the reporting on levels of engagement through use of online analytic tools
- Oversee the maintenance of the Mystery Shopping Portal
- Write the Arts Council England Annual Submissions (annual evaluations) and support staff to write their programme evaluations for other funders, particularly with budgeting and impact evaluations
- Support staff to manage their budgets

## People Management

- To lead the staff team; having senior responsibility which includes where necessary, developing the organisation's staff capacity so that it meets its purpose
- To lead the organisation's HR processes, including recruitment and appraisal/supervision processes, improving them as necessary
- Line-manage, support, supervise and appraise the Head of Programmes and Business Development, Head of Research and Campaigns, Finance Officer, and Administrator
- To learn and understand different cultures, having the required patience to ensure good working relationships
- Manage any associated consultants, where appropriate
- Lead on staff Talent Development and ensure that the staff team's training and development needs are met (excluding the Chief Executive Officer)

## Company Management

- Be responsible for the implementation of the organisation's policies, delegating administrative tasks to the Administrator, including updating them (Personnel, Health and Safety, Fire and First Aid, Equal Opportunities, Diversity, Environmental Sustainability, etc.).
- Support the Administrator to manage the building and to manage relationships, contracts and insurances relating to property, finance and personnel

## Board Support and Legal Affairs

- Take on the role of Company Secretary
- Ensure that the organisation meets all its statutory obligations as a charity and company, including its legal and financial obligations and manage the organisation's relationships with bank, accountants and solicitors
- Prepare and write the organisation's Annual Report and Accounts to the legal standard of the Charity Commission, in partnership with our Treasurer, Chair, Vice Chair, Chief Executive Officer, Finance Officer and our accountants
- Write and report to the board on current activities and planned activities; ensure appropriate staff prepare for subcommittees and Board meetings
- Attend Board meetings and the appropriate subcommittee meetings

## Other Duties

- Lead the organisation in the Chief Executive Officer's absence and make independent decisions
- Deputise for the Chief Executive Officer, whenever required
- Other tasks directed by the Board and the Chief Executive Officer

## **Person Specification**

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<b>Essential Criteria</b>	<b>Assessment method</b>
5 years' experience of managing finance and operations in the charity sector and / or in an arts and culture environment at a senior level	Application
A proven track record of leading a team to deliver objectives on a tightly managed budget	Application & Interview
Strong financial management skills, with experience of financial reporting, annual budgeting, long-term forecasting and overseeing day-to-day financial management, supporting staff, Board and external stakeholders, to understand financial matters	Application & Interview
Strong track-record in supporting HR in a small organisation with the ability to improve HR processes and a knowledge of HR and compliancy issues in the charity sector.	Application & Interview
Team leadership skills with the ability to make decisions independently as well as collaboratively	Application & Interview
Excellent communication skills, both written and verbal, with the ability to quickly gain credibility	Application & Interview
Excellent project and workload management skills with the ability to effectively prioritise and meet deadlines	Application & Interview
A proven track record in Talent Development and enabling staff to fulfil their potential, developing the learning of themselves and others	Application & Interview
Strong IT skills, including facilitating IT systems and excellent knowledge of Office and QuickBooks	Application & Interview
Experience of working with accountants to prepare charity Annual Reports and Accounts	Application & Interview
High level of integrity and professionalism with the ability to demonstrate diplomacy, trust and confidentiality	Application & Interview

A proactive approach to all areas of work with a 'can do' attitude and a flexible approach to work demands	Application & Interview
Exceptional operational management skills; creating the tools, systems and processes required to meet our charitable objectives, and systems that measure progress and impact	Application & Interview
A proven track-record in writing monitoring and evaluation reports to funders and other stakeholders, and supporting other staff to write these reports	Application & Interview
Proven experience in strategic planning and strategy-writing, particularly risk analysis	Application & Interview
Strong problem solving and analytical skills with the ability to innovate existing services and make processes more efficient	Application & Interview
<b>Desirable Criteria</b>	
A commitment to Attitude is Everything's values and have a passion for live music	Interview
Understanding of the barriers faced by Deaf and disabled people when accessing live music	Application & Interview