



Director of Operations

Job Title:	Director of Operations
Location:	The Cellar Trust, Farfield Road, Shipley, BD18 4QP
Responsible to:	CEO
Hours of work:	Full-time
Salary:	£30,735-£35,035
Contract:	Permanent
Holiday Allowance:	25 days a year plus bank holidays
Informal enquiries:	Kim Shutler (CEO): 01274 586474 or kim.shutler@thecellartrust.org
Applications to:	Stephen Whiting Stephen.whiting@thecellartrust.org
Closing Date:	12 noon 13 th August
Interview Date:	This will be a 2-part interview – 20 th and 26 th August

General

The Cellar Trust is passionate about creating a diverse and inclusive workplace. Applications are welcome from all members of the community, particularly BAME and LGBTQ communities who are underrepresented within the organisation.

We are a Disability Confident employer, and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability, or you would require any reasonable adjustments at the interview stage of the recruitment process, please specify this in your application.

Please note that CVs will not be accepted and applicants must use the Experience section of the application form to state how they meet all of the essential criteria in the person specification.

Only applicants invited to interview will be informed – if you have not been contacted within two weeks of the closing date then you have not been shortlisted. Feedback will only be given to applicants who are unsuccessful at interview stage. The successful candidate will be required to undertake a Disclosure and Barring Service check.

Job Purpose

The Director of Operations is a significant role for The Cellar Trust, and will help us to move to the next stage in our journey as an organisation.

The focus of the role will be on enabling us to build on our growth and impact in recent years with the right systems, technology, premises and processes. The role is about leadership and ensuring efficient, effective infrastructure to underpin our award winning client services.

The Director of Operations will be a member of the Senior Leadership Team and will have strategic responsibility for HR, facilities, risk, compliance, technology and governance.

The successful candidate will need to demonstrate:

- Proven experience in a strategic leadership role

- Proven experience of managing multiple operational functions

This is an exciting opportunity for someone who wants to make their mark! You will have exceptional people management and leadership skills, a strong values-driven approach, be extremely organised, have excellent communication skills. You must be an excellent team player, be ready to roll up your sleeves, and adapt to rapid change, during a very challenging time for charities.

Accountability

- Responsible to the CEO
- Line management and strategic responsible for non-client facing functions:
 - HR
 - IT
 - Facilities
 - Administration
 - Governance
 - Fundraising
 - Communications
- You will also provide day to day line management to the Finance Lead – although they will professionally report to the Director of Finance.

Key duties and responsibilities

- Responsible for driving the performance of the non-client facing areas of the organisation – ensuring that we maximize efficiency and effectiveness, and deliver excellent results in support of our client services.
- Work with other Senior Leadership Team and Board colleagues to drive forward the strategic goals and direction.
- Build on The Cellar Trust's reputation for innovation, partnership-working and exceptional client services.
- Lead on our People and Organisational Development Strategy – helping us to drive our culture of innovation and impact, and continue to create an excellent working environment where we can attract and retain talent, and support people to thrive at work.
- Lead on our Equality and Inclusion Plans.
- To promote positive and proactive approaches to ensure that all operations comply with all policies and legal requirements in Health and Safety, Equality and Diversity, Data Protection.
- To monitor performance against KPIs and use data to inform decision making and drive improvements.
- To lead on business continuity and corporate risk, including leading our planning and deployment in terms of the operational response to Covid-19 or other emergency scenarios.
- To horizon scan the external environment to keep abreast of changes in legislation, good practice and wider political/socioeconomic and voluntary sector issues to lead and develop cutting edge practices and review, recommend and implement changes in policy that will improve service delivery.
- To regularly review functional responsibilities to ensure that they are high performing and efficient and are meeting the needs of the organisation.
- Lead on our Estates Plan, helping us to maximise our assets and plan in line with our strategic ambitions.
- Work with colleagues to drive forward our Digital Plan.
- Work closely with the CEO and Board of Trustees to ensure that we have a strong plan in place to continue to drive best practice in governance.

Person specification

All aspects of the person specification will be assessed through the application form with additional questions at interview stage. Therefore, please ensure that all of the criteria are addressed in your personal statement with examples/evidence for each aspect of the role.

Criteria	Essential	Desirable
SKILLS AND EXPERIENCE	Demonstrable experience of leading a diverse function at a senior management level.	Experience working in HR.
	Experience of managing complex projects including experience of delivering change programmes.	Experience using formal project management and/or quality improvement methodology.
	Highly experienced people manager with demonstrable experience of leading and motivating others.	
	Experience of organisational governance.	Understanding of charity governance.
	Excellent organisational skills and the ability to manage a varied workload.	
	Excellent IT skills.	Understanding of digital infrastructure and how it can be used to support organisations.
	Excellent verbal and written skills including the ability to produce reports to a high standard for internal and external stakeholders.	
	Good understanding of information governance and data protection legislation.	
	Experience of implementing service improvements with an excellent eye for systems and processes.	
	Strong financial acumen with the ability to understand and interpret management accounts and financial information.	
PERSONAL ATTRIBUTES	Values-driven leader with a passion for people development.	
	Passionate about mental health, social justice and addressing health inequalities.	
	High degree of flexibility and 'can do' approach to problem solving.	
	Thrives in a fast-paced, ever-changing environment – and can motivate others on the journey.	
	Creative and proactive approach.	

	Ability to combine taking a strategic view, with a practical, hands-on approach to getting things done.	
	Ability to reflect and personal commitment to ongoing learning and development.	
OTHER	Ability to work occasional evenings and weekends to attend or support key events.	
	Willingness to travel across the Bradford and Airedale, Wharfedale and Craven districts.	