

## Head of Operations

<b>Location:</b>	<b>Holborn, Central London (remote working during COVID- 19 lockdown)</b>
<b>Salary:</b>	<b>£60k- £67k per annum (depending on experience) plus benefits</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Hours:</b>	<b>Full- time (37.5 hours per week)</b>

### Job Description

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<b>Purpose:</b>	To lead on all aspects of Operations Management in support of ICNARC's Business Plan objectives.
<b>Responsible to:</b>	ICNARC Director
<b>Internal relationships:</b>	Board of Management, Audit & Risk Committee, Director, Head Statistician, Head of Research, Business Operations teams and staff employed by and working directly with ICNARC
<b>External relationships:</b>	Relevant professional organisations including recruitment agencies, financial auditors and IT and Services Suppliers
<b>Direct reports:</b>	Financial Controller, HR Manager, IT Systems & Supplier Manager and Data Protection Officer
<b>Location/Environment:</b>	This role is based in Napier House, 24 High Holborn, London. (Please note, all ICNARC staff are working from home for the time being, due to the pandemic.)

### Principal duties and responsibilities:

- Leadership and oversight:
  - Working effectively and openly with the Board of Trustees, Audit and Risk Committee, Senior Management Team (SMT) and all ICNARC employees to promote an inclusive, vibrant, high performing organisation that is externally well-regarded
  - Providing direct leadership for the operations team and managing them to better support ICNARC's Audit, Research and Statistical activities
- Operational Management:
  - Working with the Director and the SMT to prepare and manage the annual budget and provide quarterly reforecasting updates on the organisation's finances. Reporting and explaining variances to the Director, SMT and BoM. Supporting the work of the Audit and Risk Committee

- Developing and providing Management Information that communicates progress against strategic and financial plans. Monthly reporting to the SMT and quarterly and annual reporting to the Board of Management and the Audit and Risk Committee
- Maintaining, on a continuous basis, a safe working environment and safe working practices for all ICNARC staff
- Continuously improving operations management within budget, that aligns to ICNARC's strategy
- Ensuring that ICNARC is compliant with all legal, regulatory and governance requirements as relevant for a company registered with the Charity Commission, operating in the fields of national and international clinical and health care research. This includes working with the Senior Information Risk Owner (SIRO) and the Data Protection Officer (DPO), to set policies and procedures and to monitor these
- Managing finances with integrity and ensuring that Statement of Recommended Practice (SORP), as relevant, is followed and that all HMRC requirements are met
- Developing and delivering a Finance Strategy for ICNARC which enables it to operate successfully and continue to grow and prosper
- Ensuring that all HR/personnel records and employment contracts are kept up to date, that payroll and pension activities are performed accurately and on time and maintain regular interaction with HR outsourced service providers. Maintaining policies and procedures which align to employment law
- Promoting practices and behaviours to accelerate and embed learning within the organisation culture
- Delivering an IT strategy that enhances data security and remote working/access and embeds continuous improvement into future plans
- Operating in accordance with ICNARC's values, policies and procedures

The above list of duties and responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested and as appropriate to your role level.

This is a description of the job as it is presently constituted. It is the practice of the ICNARC to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

## Person specification

Requirements	Essential	Desirable
<b>Educational attainment</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Business or management qualification</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Working with budgets, and ensuring these are kept to.</li> <li>• Ability to write and present complex reports</li> <li>• Knowledge of HR best practices</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of HR employment law</li> <li>• Knowledge of payroll and pension activities.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Strong people management skills and the ability to coach, manage and develop high performing teams</li> <li>• Previous experience in an operations management role.</li> <li>• Proven experience of working in an organisation that has been through significant change and being part of the team that led that change</li> <li>• Corporate operations leadership of a Small to Medium-sized Enterprise (SME), with complex revenue recognition and varying income streams</li> <li>• Experience of leading a finance team or a business unit with an embedded finance function</li> <li>• Experience of working with a not-for-profit organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing staff members remotely.</li> <li>• Has worked in a charity or third sector organisation</li> </ul>
<b>Skills and aptitudes</b>	<ul style="list-style-type: none"> <li>• Ability to manage complexity, think creatively and critically, and drive to resolution and action</li> <li>• IT literate, competent in using MS Office.</li> <li>• Good verbal and written communication</li> </ul>	

<p><b>Personal qualities</b></p>	<ul style="list-style-type: none"><li>• Ability to work autonomously with good judgement</li><li>• Ability to lead, build strong relationships and influence others</li><li>• Plans, organises and prioritises to ensure tasks are done in a timely and co-ordinated way and delivers what the business requires.</li><li>• Ability to multi-task and flexibility to respond to changing work demands</li><li>• Excellent team working</li><li>• Commitment to equal opportunities and valuing diversity</li></ul>	
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