

Job Description

Job title: Planning and Operations Manager
Hours: 40 hours
Contract: Permanent
Reporting to: Deputy Chief Executive
Salary band: £33k -£36k depending on experience

A highly autonomous role bringing our organisational strategy to life by executing change programmes, governance, and improving how we operate.

We are looking for someone who is passionate about helping all children and young people develop their creativity who will help us grow and improve as an organisation. We want to examine the way we do things (particularly our IT, HR, CRM and event management systems) and build a strong internal culture of learning where there is a deep and quantifiable commitment to our values of creativity, equity and trust.

About us

A New Direction is a London-based non-profit generating opportunities for children and young people to unlock their creativity.

Core values

We work with partners such as schools, the cultural sector and local authorities to support children and young people to be creative and experience culture. Our core values of equity, culture and creativity and trust and means we identify areas of inequality to campaign for policy change where that is a barrier.

About the role

Reporting directly to the Deputy CEO, this role sits at the heart of A New Direction, with a view of the entire organisation and a mandate to really make an impact. It also includes line management of our Office and Events Coordinator.

The post will play a key role in organisational change; helping to improve and embed new systems which will help us grow and develop. A New Direction has an ambitious goal to ensure the highest standards of inclusivity and transparency in everything we do, and this role will lead on designing and working towards achieving this goal.

We are looking for an organised and driven individual to work closely with the senior managers of the organisation and our board to improve and enhance our systems - including platforms such as Salesforce, Eventbrite, and SharePoint - manage key elements of our governance including administrating the Board and Director meetings, as well as leading internal programmes on diversity, accessibility, and our environmental impact.

Key responsibilities

Change management programmes

- Lead the delivery of a number of internal change programmes including:
 - A renewed and updated Equality and Diversity Action plan and Environmental policy
 - Compliance with data protection and GDPR legislation
 - Consistent use of Salesforce (CMS) across the whole team
 - New online HR system
 - Phase 2 of our upcoming office relocation project

Organisational governance

- Management of the Board and the Chair of Trustees, including compiling agendas and taking minutes
- Management and minutes of weekly Director meetings
- Management and minutes of regular whole team meetings
- Planning of Board meetings, Away Days and Subcommittees including the appointment and induction of Trustees, processing of legal documentation, board papers and minutes
- Collating and managing confidential information and data from Board and team members for Charity Commission annual returns, Arts Council monitoring and HR records
- Supporting the Business and Finance Director to compile the annual return for the Charities Commission, the Trustees Report, Arts Council Annual Survey and any changes to statutory documents for the Charity Commission and Companies House

Planning and monitoring

- Management of the annual business planning cycle and compiling the four-year business plan with relevant input from all staff
- Leading communication across teams to ensure information for business planning is received in a timely and appropriate way
- Support for major funding bids as required
- Oversight of monthly calendar to assist with event planning
- Overview of corporate monitoring and evaluation processes and compilation of relevant data.

Systems, HR and Operations

Learning and Development

- Develop and implement a plan for internal learning and training
- Working with senior managers, direct the needs assessment for training and staff development so it is aligned with the staff and overall organisation performance goals
- Working with CEO and Chair of Trustees to plan and set up a Trustee induction and training programme

HR Working Groups

- Manage the organisational Living Our Values (LOV) group, helping to ensure an active and innovative approach to building an inclusive culture throughout the organisation
- Maintain an overview of HR policies and ensure an up to date and forward-looking approach, including a review of induction
- Manage the organisation's contract with an external HR provider and be the lead point of contact for managing HR issues as they arise.

Resources

- Oversee the management of the office, technology, contracts with cleaning and security firms etc. (support by the Office and Events Coordinator)
- Overview of archiving and storage policy (support by the Office and Events Coordinator)

People Management

- Line management of Office and Events coordinator
- Lead processes for the recruitment, induction, and exit of staff
- Manage DBS checks for all permanent members of staff and freelancers working for A New Direction

This is a description of the job as currently presented - the role responsibilities are subject to change through scheduled review and discussion with the person in post.

Person Specification

We aim to provide a supportive and challenging work environment where programmes work towards our vision and mission, as well as a great benefits package. We are looking for someone who has the following:

Skills

- Good planning, organisational and time management skills
- Strong analytical skills
- Excellent communication skills, both written and verbal
- Excellent knowledge of IT: Microsoft Office, Excel etc.
- Experience of Salesforce or similar CMS
- Excellent diary management and executive assistant skills
- Experience of minuting and report writing

Experience

- Experience of project management
- Experience of business planning
- Experience of using a range of administrative systems and tools
- Experience of managing multiple diaries
- HR and training experience desirable but not essential
- Degree or Relevant Vocational Qualification in business and operation planning is desirable but not essential

Approach

- A commitment and understanding of the value of creative and cultural education
- Commitment to our values
- Proactive and able to work under own initiative
- Able to work with accuracy, attention to detail, and to deadlines
- Displays a commitment to working positively within a framework which values and celebrates diversity
- Commitment to maintaining a positive external image of A New Direction

Special Conditions

There will be occasions when this role may be required to work unsocial hours including evenings and weekends.