

## **JOB DESCRIPTION**

<b>Job Title:</b>	Director of Operations
<b>Responsible to:</b>	MYH Board of Trustees
<b>Salary:</b>	£33,000-£36,000 ( <i>depending on experience</i> )
<b>Hours:</b>	Full time ( <i>Some flexibility is required in hours of work with some weekend work required</i> )
<b>Contract</b>	Fixed term 3 years/Permanent

## **MAIN RESPONSIBILITIES:**

- Work with the Chair to ensure that the Board of Trustees formulate, implement and monitor the organisation's mission and strategic plan;
- Lead in the overall implementation and operational management of MYHs agreed mission, vision, objectives and targets; including ensuring the highest standards of Helpline service delivery and training activities.
- Provide leadership to enable the staff and volunteers to perform their day to day roles in service delivery and project management to ensure the smooth running of the charity;
- Ensure sufficient resources are in place and managed according to organisational policies to deliver the agreed objectives and targets;
- Ensure sufficient policies are in place and regularly reviewed to deliver MYHs vision, mission, aims and objectives;
- Work with the Chair to ensure that the Board receives appropriate advice and information on all relevant matters to enable strategic decision making and to fulfil its governance responsibilities;
- To build and maintain excellent partnerships and relationships with other voluntary and statutory organisations, funders, donors, and all relevant stakeholders.
- Monitor and report against the financial and operational targets of the charity to Trustees, funders and relevant stakeholders as needed;

## **KEY TASKS:**

### **Leadership and Strategic Planning**

- Work closely with the Board of Trustees to ensure the implementation of long-term strategic plans, including a finance and fundraising strategy;
- Ensure that strategic planning involves the consultation of key stakeholders (where appropriate), including service users and young people, staff, volunteers, partners and funders;
- Work with the Board of Trustees to agree annual work plans and key performance indicators to ensure effective delivery of MYHs aims and objectives in line with the strategic plan;
- Lead on, successfully deliver and monitor the agreed objectives, targets and key performance indicators of MYH;
- Ensure that the Board of Trustees are regularly presented with appropriate information, reports (monthly) and advice which will assist them in effective governance, fulfilling their legal and financial responsibilities, and good decision making;
- Keep abreast of relevant professional, policy and legislative developments in relation to the work of the health and social care, mental health and third sectors;

- Ensure effective communication across the organisation including developments about the Charity from the Board of trustees to the staff and volunteers;
- Attend Board meetings as required.

### **Organisational, financial and resource management**

- Line management of marketing, fundraising and helpline staff.
- Provide leadership to ensure that staff and volunteers have appropriate guidance, supervision and information to feel supported and valued, enabling them to fulfil in their duties;
- Oversee the day to day operational management of MYH including high quality Helpline service delivery, training, outreach, fundraising and marketing.
- Ensure the effective implementation of MYH policies across the organisation including annual review of the policies to make sure they are in line with the organisations ethos, values, vision, mission and objectives;
- Ensure that MYH has the resources (human, material and financial) to operate as effectively as possible.
- Work with the Treasurer to ensure appropriate policies and procedures are in place for an effective financial management system ensuring these are promoted, followed and revised as necessary;
- Work with the Treasurer and Trustees in preparing operational budgets and ensure these are implemented;
- Oversee day to day financial management of the organisation including an annual budget of around £300K ensuring that expenditure is controlled in line with budgets as set by and approved by the Board; that any restricted grant funding is managed according to funding agreements; timely book keeping and processing of payments; monthly production of management accounts and quarterly financial reports and as otherwise required;
- Establish and maintain an effective system for the recruitment, training, management, support and retention of staff and volunteers, ensuring it maximises the potential of all personnel and is in keeping with the mission and values of the organisation as well as statutory legal obligations and UK equal opportunities and employment legislation;
- Ensure that MYH has adequate policies and resources to meet the IT and telecommunications needs of the organisation and those policies are implemented and resources used effectively
- Direct line management of the Fundraising Manager, Training Development Officer, Design & Image Officer, Admin and Helpline Staff.

### **Partnerships**

- Build networks and partnerships with other charitable organisations that share MYHs vision, values and ethos.
- Liaise with and build links with external experts and professionals to help support MYHs staff and clients where appropriate.
- Work with organisations to ensure effective signposting and referrals to and from MYH.

### **Service Delivery**

Work closely with the Helpline Coordinator to do the following:

- Oversee the operational management and delivery of Helpline services to clients, ensuring service delivery is of the highest quality standard and in line with MYH ethos, values, vision and mission;
- Ensure the Helpline is adequately resourced with staff and volunteers to cover all Helpline opening hours, including the recruitment and training of new Helpline volunteers three times a year, and update training for staff and volunteers four times a year;

- Liaise with and build links with external experts and professionals to deliver update trainings for staff and volunteers;
- Line management and supervision of Helpline staff including annual performance reviews, and ensuring support sessions are in place for Helpline Officers with external professionals including monthly client care discussions;
- Ensure a formal supervision structure, including objectives and KPIs are in place for all Helpline staff, with regular monitoring and feedback in place;
- Arrange supervision, every six weeks, for the Helpline team including volunteer helpline workers on complex cases;
- Update, review and ensure implementation of Helpline policies and procedures by all staff and volunteers;
- Oversee and implement the accreditation of the helpline worker training;
- Introduce and assess key performance indicators for the Helpline, to evaluate service provision on a monthly, quarterly and annual basis; presenting quantitative and qualitative statistical analysis of Helpline data and information;
- Promote good practice in accordance with independent quality standard measures.
- Oversee the development and review of the Helplines resource's including the referral database, and build networks and partnerships with organisations for better signposting.
- Monitor and investigate service complaints and/or client dissatisfaction and respond effectively;
- Oversee and work with the Training development officer to ensure effective implementation of all training projects according to agreed work plans and targets, drawing on client statistics and data to inform future research.

#### **Fundraising & Marketing**

- Establish and maintain effective networks and partnerships with all principal supporters and stakeholders including statutory, voluntary, community and youth organisations, agencies and service providers;
- Ensure the promotion of MYH's services to young people across the UK, expanding its reach and accessibility;
- Ensure MYH maintains a high and professional public profile ensuring brand consistency in all its publicity materials and all messaging is in line with the organisations ethos, values, vision and mission;
- Represent MYH on public forums, the media, debates, committees, steering groups, advisory panels, external meetings and lobby relevant policy makers on the issues affecting young British Muslims, and the advocacy and research reports of MYH.
- Actively lead on fundraising for MYH, supporting the Head of Fundraising in their role; seeking new means of income generation and existing funding from a variety of sources including, the community, major donors, corporate partners, trust and grant giving foundations and charities, statutory funding, business opportunities, and training and consulting services.
- Ensure the organisation has sufficient funding to cover all its operational needs, monitor the financial sustainability of the organisation, and contribute to the development of fundraising and marketing strategies.

#### **Monitoring and Reporting**

- Ensure accurate monitoring of service delivery including core Helpline Service delivery (including quality standards and recording of client statistics) and the outputs and impact of training and outreach.
- Introduce and assess key performance indicators for the Helpline, to evaluate service provision on a monthly, quarterly and annual basis; presenting quantitative and qualitative statistical analysis of Helpline data and information to Trustees and funders as needed;

- Ensure timely and accurate financial and narrative progress reporting as required by grant funders;
- Ensure quarterly reporting to the Board of Trustees on progress against agreed key performance indicators and work plans;
- Ensure reporting to donors and other stakeholders through regular mailshots.
- Oversee the preparation of statutory annual accounts for audit, and a full annual report working with the Treasurer where appropriate.

#### General and Admin

- Ensure the organisation meets all its legal obligations including compliance with it's governing document, Charity Law, Company Law, and any other relevant legislation or regulations including requirements in respect of safeguarding children and vulnerable people;
- Ensure that MYH's assets including buildings and grounds are protected and maintained to a high standard, including the provision of adequate security in the form of CCTV.
- Develop, monitor and actively promote the organisations approach to Equality and Diversity.
- Ensure that day to day operations risks facing MYH are regularly reviewed, and that appropriate mitigation actions are taken.
- The post holder may be required to carry out other reasonable duties commensurate with the post as requested by the Trustees and required of the role.

#### PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications and Skills</b>	<p>Educated to degree level and have relevant qualifications with a background or experience in <b>health or social care</b></p> <p>Excellent administrative skills and knowledge of all Microsoft Office programmes</p> <p>Excellent oral, written, presentation and inter-personal skills.</p> <p>Ability to confidently communicate with and understand the needs of a range of audiences.</p> <p>Ability to build trust and lasting working partnerships with external stakeholders.</p>	<p>Relevant postgraduate qualification in the health and social care, psychological or mental health background.</p>

	Essential	Desirable
<b>Experience of</b>	<p>Experience working in the <b>voluntary sector</b></p> <p>Providing guidance and mentoring to young volunteers (preferably in the statutory or voluntary sector) or volunteers in general</p> <p>Providing emotional support to vulnerable individuals</p> <p>Management and leadership at a senior level for a minimum of five years, some of it in the not-for-profit sector</p> <p>Producing and analysing statistics from multiple sources.</p> <p>Successfully managing specific projects or pieces of work from conception to completion.</p> <p>Strategic planning and organisational development.</p> <p>Public speaking and media appearances</p>	<p>Presenting information in a clear and easy way for other people to use as a reference</p> <p>Research in a health and social care field</p> <p>Multi-agency networking and joined up working</p> <p>Share information with other agencies and stakeholders</p> <p>Implementing evidence based service delivery</p> <p>Previous helpline experience.</p>
<b>Knowledge of</b>	<p>Contemporary social and welfare issues affecting Muslim youth and their cultural and religious implications.</p> <p>The voluntary sector and the legal, social and political framework in which the sector operates in the UK.</p>	<p>Key grant making and funding bodies</p> <p>Applying equal opportunities</p> <p>Understanding best practice</p> <p>Benchmarking service delivery</p>
<b>Personal Qualities</b>	<p>Strong commitment and empathy with the ethos, value, vision, mission, aims and objectives of the Muslim Youth Helpline</p> <p>Ability to manage multiple priorities and competing deadlines to successfully deliver agreed objectives.</p> <p>Able to work independently as well as part of a team.</p> <p>Politically adept, able to demonstrate credibility while dealing with stakeholders including government</p>	

	Essential	Desirable
	<p>departments and commercial organizations.</p> <p>Strong analytical skills and decision-making.</p> <p>Able to effectively deal with and manage conflict.</p> <p>Flexible adaptable management style</p>	

*Specified working hours are an indication only. Office hours are 09:00 – 17:00. Helpline opening hours are 18:00 to 00:00 (Mon-Fri-subject to change) and 12:00 to 00:00 (Sat-Sun-subject to change). The successful candidate may be expected to work cross-over hours to coincide with Helpline opening hours, and on occasion weekends and outside of London as needed to represent the Charity.*

*As the successful candidate will be expected to work with vulnerable young people, they will be required to submit an Enhanced Disclosure form **prior** to commencing work at the Muslim Youth Helpline. They will also be expected to sign the Confidentiality statement of the Charity.*