

Operations Director

Job Description

Operations leadership and implementation

- Lead the quality and consistency of all regional and centrally-based operations processes
- Devise Operations Plans underpinning and sharply aligned to the organisational growth strategy.
- Continuously strive for excellence through inclusive, ambitious leadership. Effectively balance collaboration whilst maintaining momentum at a forward pace.
- Ensure all processes for on-boarding new schools and local authorities are consistently executed to a high standard, and support the formulation of strong partnerships with stakeholders.
- Map, analyse and evaluate MCR processes, focusing particularly on the user experiences of key stakeholders. Work with cross-functional teams and stakeholders to develop, test and implement improvements to processes
- Ensure that the operational infrastructure is equipped to grow with and has sufficient ability to adapt and pivot as needed.
- Develop quality assurance indicators for key processes. Ensure best practice is shared at all levels of the organisation.
- Support the Schools and Partnership teams with sales to schools; providing operational expertise and onboarding support as required
- Communicate process development work inclusivity, ensuring stakeholders are enthused by and engaged with developments

Team leadership

- Through visible, authentic, and ambitious leadership, ensure effective implementation of operations and continued process evaluation.
- Working with the Marketing and Digital teams, ensure effective and efficient use of resources to meet mentor recruitment, retention and engagement targets.
- Provide overall leadership for Mentor Services, ensuring effective cross-functional working with Schools, Marketing, and Digital teams

Compliance and Governance

- Provide operations advice and guidance to the Leadership Team. Ensure that due diligence, sustainably, and risk management drive decision making
- Develop a Risk Management Strategy and maintain the Risk Register to ensure full compliance with regulations

- Ensure implementation of checks and monitoring, enabling all processes to be agile and effective, and underpinned by robust reporting systems
- Oversee the development of Business Continuity and Disaster Recovery Plans.
- Working with the Head of Finance, ensure all required insurance cover is in place, effective and best value for money
- Responsibility to ensure appropriate Health and Safety procedures and practices are in place.
- Assume the role of Data Protection Officer for MCR Pathways.

Other

- Undertake any other duties commensurate with the seniority of the role as delegated by the CEO
- Willingness to travel to different regions on a ~monthly basis.

Person Specification

	Essential	Desirable
Skills & Experience	<p>Recent and successful experience in a senior Operations management or leadership role.</p> <p>Comprehensive project management skills and experience. Demonstrable evidence of leading projects with drive and tenacity to successful completion.</p> <p>Experience leading and managing teams, particularly through periods of change.</p> <p>Highly skilled at implementing quality and efficiency measures with a focus on continuous improvement.</p> <p>Comprehensive range of digital skills as related to the role.</p> <p>Excellent written and verbal communications skills</p>	<p>Experience improving operations in a customer / stakeholder-focused environment.</p> <p>Experience of being the General Data Protection Officer (GDPO) in another organisation of similar size and orientation</p> <p>Understanding of volunteer recruitment at scale and digital marketing</p> <p>Knowledge of Health and Safety legislation.</p> <p>Understanding of Safeguarding and Child Protection in education.</p>
Abilities	<p>Ability to effectively communicate overall programme and detailed</p>	

	<p>process information in an accessible and concise manner, adapting communication to meet the needs of different stakeholders.</p> <p>Through a desire to make an impact, the ability to hit the ground running, establish relationships and motivate others.</p> <p>Ability to lead a team: fostering psychological safety and championing diversity, equity and inclusion to enable creativity and innovation to flourish.</p> <p>The ability to work intuitively with a high degree of autonomy and trust.</p> <p>The ability to manage a portfolio of projects and initiatives.</p>	
Attitude & values	<p>A positive, curious and innovative approach to solving problems.</p> <p>Fosters psychological safety within teams</p> <p>Values excellence and quality of execution; inspiring others to do so.</p> <p>Flexible and agile.</p>	An understanding of the challenges and barriers that disadvantaged young people may experience
Qualifications	<p>Degree level in relevant subject, or equivalent industry experience</p> <p>Evidence of ongoing professional development</p>	Qualification in Operations Management.