

# **JSPCA Animals' Shelter**

## **Role Profile**

### **Head of Operations**

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The Head of Operations, reporting to and supporting the CEO, leads and manages the operational team of the JSPCA.

Providing clear leadership, management, support and direction to the staff, the Head of Operations will deliver an efficient, professional and compassionate service of care to animals at the JSPCA in accordance with relevant legislation and regulations, agreed policies, procedures and guidelines in support of the JSPCA Mission Statement.

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#### **Areas of responsibility and delivery:**

##### **Staff Leadership, Development:**

You will be an excellent leader and team player and will create a great place for your colleagues, staff and volunteers alike, to work.

You will lead, motivate and manage the JSPCA operational team in the delivery of their roles, facilitating interrelationships between all business areas, providing support and guidance to managers and team members as needed.

With support from the HR Officer, you will recruit competent and enthusiastic people, following established guidelines, legislation and best practice, and develop and coach them to drive strong performance and continuous improvement. You will set clear objectives and give regular feedback on performance through monthly one-to-one performance meetings. You will manage all aspects of your team as necessary, fostering a culture of continuous improvement, innovation and teamwork.

##### **Managing the Business**

Under the delegated authority and guidance of the CEO, by planning and managing your day to day work in an efficient way and communicating with colleagues you will ensure the most efficient use of JSPCA resources. Your duties will include:

##### **Operational**

- Allocate and manage resources to meet operational demands and ensure effective use of staff, equipment and facilities
- Act as the main adviser on all issues relating to operational functions and keep abreast of latest developments to keep the organisation UpToDate.
- Ensuring compliance by JSPCA of all relevant legislation and regulations
- Work with managers/team leaders to develop and review policies and procedures to ensure that core operational functions achieve their business objectives and ensure a safe and healthy working environment across the organisation.
- Developing and implement risk assessment and mitigation.
- Assist with the development and implementation of organisational strategy and operational business plans
- Managing elevated customer complaints to achieve the best outcome

- Evaluate overall operational performance by gathering, analysing and interpreting data and metrics

### **Financial**

1. Work with the CEO, Committee and outsourced Finance providers to develop annual operational budgets.
2. Manage delegated budgets effectively to ensure the company has the resources required to meet its objectives within agreed financial parameters.
3. Monthly/Quarterly budget meetings with CEO
4. Act as a check/authoriser on all financial payments, including payroll

### **IT, Data Protection & Safeguarding**

1. Manage relationship with outsourced IT provider to ensure JSPCA needs are met within agreed parameters and act as administrator for IT systems
2. Act as the lead person with responsibility for data protection compliance
3. Act as the lead person with responsibility for Safeguarding responsibilities

### **Committee**

1. Prepare quarterly Committee Papers relevant to all areas of responsibility  
Attend quarterly Committee Meetings as and when required

### **Communication**

You will communicate regularly with all colleagues through a variety of methods, formal and informal to develop an engaged team who are able to share knowledge and information. You will hold regular (ideally quarterly) staff meetings to share information with the whole JSPCA staff team.

### **Working Safely and Securely:**

You will take reasonable care for your own safety and the safety of others, including the public, staff, volunteers and contractors, by complying with health and safety legislation and other related procedures to manage and minimise risk. You will ensure that high quality Risk Assessments and Method Statements (RAMS) are undertaken by departmental managers and appropriate training is delivered as necessary for you and your team. You will monitor compliance with fire, security and health and safety policies.

### **Reporting:**

You will proactively manage and provide appropriate management information and reports for the Committee, ensuring consistency in the way in which information is collected and presented.

### **Governance & Record keeping**

You will continue to develop and maintain your knowledge of all areas of governance. You will ensure that adequate records are maintained in respect of all activities and that all appropriate legislation is adhered to. You will oversee the development and adherence of efficient internal operational controls and processes through the management team.

### **Financial Procedures:**

You will ensure that all relevant financial procedures and controls are in place and adhered to. You will strive to be efficient and ensure cost effectiveness in all the work that you do and coach staff to do the same.

## **Supporting our Purpose**

You will wear your JSPCA identification with pride and enthusiastically provide information about the JSPCA to the public to foster a greater understanding and appreciation of our cause. You will help maximise our income generation through client contributions, using JSPCA guidelines and procedures, and will lead wider fundraising initiatives as planned and delivered.

## **Knowledge, Skills and Experience**

- A degree or equivalent, relevant professional qualifications or a proven track record in a management role within a business or third sector environment
- Strong leadership and management skills ideally including experience of managing volunteers
- Excellent people, communication and interpersonal skills enabling strong and effective working relationships with staff, the Committee and external third parties.
- Operational risk management knowledge and experience, such as Health and Safety, Security, Fire and environmental practices
- Able to think and plan strategically and organise self and others.
- Financial and commercial acumen. Knowledge and experience of setting and managing budgets
- Analytical skills to evaluate data and performance metrics
- Negotiation and Decision-making skills
- High-level problem-solving abilities
- Ability to lead, mentor and coach staff
- Ability to identify and implement necessary change
- Excellent attention to detail and accuracy
- IT literate.
- Knowledge of and an understanding of the importance of internal systems, controls and procedures
- Knowledge of Data Protection legislation and operational requirements.
- Knowledge of Safeguarding protocols and requirements
- Project management experience is desirable
- A demonstrable passion for animal welfare and support of the JSPCA values
- Experience within a third sector environment is desirable
- Full, clean driving licence is desirable.

## **Scope of the Role**

<b>Reports to:</b>	CEO
<b>Working hours/Pattern:</b>	Full Time
<b>Line management:</b>	5/6
<b>Operating budget:</b>	£1.7m
<b><u>Date of review:</u></b>	August 2023