



## JOB DESCRIPTION

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<b>Title:</b>	<b>Strategy &amp; Operations Manager</b>
<b>Reports to:</b>	<b>Executive Director</b>
<b>Responsible for:</b>	<b>Office Assistant and Volunteers</b>
<b>Salary:</b>	<b>£33,392- £37, 500 per annum (Fulltime equivalent)</b>
<b>Hours of Work:</b>	<b>28 hours</b>
<b>Duration:</b>	<b>Two years (extension is subject to continuous funding)</b>

### About FORWARD

We are the African women-led organisation working to end multiple forms of violence against women and girls. From female genital mutilation (FGM) and child marriage to domestic and sexual violence, we tackle abuse and discrimination – enabling African women and girls to have the dignity, health and equality they deserve. For over 35 years we have supported communities, developing local skills and knowledge, and nurturing young women leaders to enable them to acquire leadership skills, build sisterhood and create opportunities to transform their lives. We are at the forefront of advocating for policy and leading operational change on these issues.

### Job Purpose

This is a new and exciting role to further advance FORWARD's vision. The purpose of this new role is to oversee FORWARD's operations and strategy functions, working closely with the Executive Director and Senior Management Team (SMT). This role includes development and implementation of FORWARD's organizational strategy, operational policies and procedures and supporting governance matters. You will oversee human resources (HR) and operational development and ongoing support of the infrastructure of the organisation, compliance and governance, working in collaboration with the Executive Director and the SMT. You will lead staff development, wellbeing and stability of the organization, ensuring that FORWARD's systems and operations are effective and sustain the grow of the organization.

### Key Responsibilities

#### HR and Staff Management: (40%)

- Support SMT in developing and implementing staffing and volunteer management strategies aligned with approved budget and overall organizational strategy
- Manage contract negotiation processes in coordination with Executive Director
- Lead in recruitment, onboarding and supporting staff wellbeing and development
- Support the Executive Director in the planning and coordination of team building and development activities
- Oversee and manage a performance appraisal system that drives high performance
- Support coordination of volunteer management infrastructure
- Line manage administrative staff and volunteers

### **Operations & Compliance Management: (30%)**

- Lead on office and building management functions
- Ensure adherence to bylaws and organizational policies, in coordination with Executive Director and SMT
- Develop and manage the administration budget and provide sign off of expenditure in line with approved budget
- Ensure adherence to all relevant national laws and regulations and reporting in relation to Charity Commission and Companies House
- Ensure all aspects of Health and Safety compliance are managed and upheld in all areas of operations, including annual reviews and audits
- Oversee project contracts to ensure compliance with relevant organizational policies
- Lead the organisation in management of risks. This will include leading in identification and tracking of risks; and implementation of mitigation plans.
- Take lead responsibility for the provision of IT and telecommunication services and equipment in liaison with external service providers
- Lead the organization in developing and maintaining organizational and administrative management systems, contractors and suppliers.

### **Governance and Strategic Direction: (20%)**

- Support the Executive Director on governance matters, including preparation of trustee agendas, meeting papers and minutes and running of committee meetings
- Support Executive Director in board recruitment and onboarding, including creating welcome package for new board members
- Lead on development of the annual organisational workplans in line with the strategy
- Oversee strategic planning review and development processes, alongside the Executive Director and SMT.

### **General Duties (10%)**

- Support our quality standards in relation to every aspect of the work to ensure that FORWARD maintains its distinctive positive reputation internally and externally
- Carry out all aspects of this job description in accordance with FORWARD's Staff Handbook and policies, including the Diversity and Equal Opportunities Policy; upholding the aims and objectives of the organisation fully.
- Carry out other duties as part of the Senior Management Team including organisational and management meetings / admin in line with the post's responsibilities
- Take steps to ensure the safety and confidentiality of service users, staff and stakeholders - adhering to organisational policies and procedures
- Carry out other duties appropriate to the role and deemed necessary for the effective functioning of the organisation e.g. occasional evenings and / or weekend work.

### **Confidentiality Clause**

All staff have a duty of confidentiality to FORWARD, which exists in Common Law. FORWARD has a duty to maintain strict confidentiality in relation to information and the whereabouts of its users, and keep safe and secure all information given to its staff in the course of their duties. This applies not only during the course of employment but also after termination of employment. This confidentiality clause covers such matters as knowledge of FORWARD's business, information on our users, business contacts and policies & procedures.

## PERSON SPECIFICATION

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### Essential Skills and Experience

- Educated to degree level or equivalent experience
- Experience of implementing and developing strategic plans
- Strategic thinker, and organizational skills
- Excellent administrative, problem solving and management skills
- Experience of working in partnership with organisations and key stakeholders
- Experience in a senior management role within the charity,
- Experience of supporting boards and working on governance matters
- A sound knowledge of the UK's civil society / charity regulatory requirements
- Demonstrated ability to write and present clearly and persuasively
- Knowledge of HR and IT systems and processes
- Excellent public speaking and communication skills
- Ability to manage multiple tasks and work under pressure

### Essential qualities

- Great “can-do” attitude, flexibility, team worker
- Independent, self-motivated, able to work effectively and efficiently in a hybrid setting
- Great leadership and management skills
- Excellent interpersonal skills including strong work ethic
- Highly organised with attention to detail
- Collegiate, collaborative and a good listener
- Genuine understanding and support for and alignment with FORWARD's mission
- Possess a coaching and mentoring approach to working with people
- Resilient and results focused. An ability to deliver results against set targets.
- Commitment to equality of opportunity and respect for cultural diversity and sensitivity (including ethnicity, age, religion and gender).

### Desirable Skills and Experience

- Ability to communicate complex ideas in a compelling way to a variety of audiences
- Track record of successfully supporting, motivating, mentoring and managing colleagues and teams
- Knowledge of compliance, health and safety work
- Knowledge and experience of charity and women's sector.