

Centre for Social Justice – Job Description

Operations Manager

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| Job Title: | Operations Manager |
| Reporting To: | Finance and Operations Director |
| Contract Type: | Permanent |
| Location: | Westminster, London |
| Salary: | |
| Apply: | Please read the job description in full. If you feel you qualify for the role, please send your CV and a covering letter <i>outlining your ambition for the role in no more than 400 words</i> to recruitment@centreforsocialjustice.org.uk |

THE ORGANISATION

Established in 2004, the Centre for Social Justice (CSJ) is an independent think tank that studies the root causes of Britain’s social problems and seeks to address these through innovative policy recommendations to government. The CSJ has changed the landscape of our political conversation by putting social justice at the heart of British politics. This has led to some of the biggest welfare reforms in a generation. The majority of the CSJ’s work is organised around five ‘pathways to poverty’, first identified in our ground-breaking 2007 report, Breakthrough Britain. These are: family breakdown; educational failure; economic dependency and worklessness; addiction to drugs and alcohol; and severe personal debt.

Our research is informed by experts and, just as importantly, our CSJ Alliance – a unique group of charities, social enterprises and other grass-roots organisations that work with individuals facing some of the most challenging and complex social problems. Their work is fundamental to our understanding of the issues faced by our poorest communities. The CSJ will continue to make the case to government and those developing policy for an ambitious approach to tackling the root causes of poverty.

THE ROLE

The Centre for Social Justice is looking to appoint an Operations Manager to ensure the efficient and effective day to day functioning of the organisation. This is a new role, reporting to the Finance and Operations Director, which has been created following significant organisational growth, including the newly formed CSJ Foundation.

This is a crucial role at the heart of the organisation and the post holder will be responsible for driving forward all aspects of HR, central infrastructure and compliance to ensure the smooth running of the organisation at all times.

The successful candidate will have a proven track record in a past role of developing and implementing systems designed to improve the effectiveness and impact of an organisation and will be able to demonstrate past achievements.

This is a full-time role, but hours may be negotiated for the right candidate.

THE PERSON

Experience and skills

- Experience of successfully managing the day-to-day operations of an organisation
- Knowledge and experience of running the HR function of an organisation
- IT literate and able to develop and maintain the systems and processes that enable a team to work effectively together.
- Strong organisational skills with the ability to work well on multiple tasks, to short deadlines and under pressure.
- Excellent communication skills: the ability to communicate clearly and appropriately over the phone, in writing, and face-to-face.
- Ability to manage complex and highly confidential information with absolute discretion and a high degree of personal integrity
- A commitment to excellence and high standards of professionalism with an exceptional work ethic

Personal Attributes

- Shares the CSJ mission to put 'social justice at the heart of British politics.
- Self-motivated, task oriented, and solutions focussed. Able to spot opportunities for improvements and drive activity forward.
- Able to build trust and strong relationships with colleagues, Board members, and external stakeholders.
- Strong team player, good sense of fun; humble, willing to let others take the credit.
- Consistently performs at a high level, strong attention to detail.
- Flexibility and a willingness to help out, no matter what the task.
- Comfortable around very senior figures.

MAIN RESPONSIBILITIES

Responsibilities for this post will include, but will not necessarily be limited to:

- Leading and administering the CSJ HR function, including:
 - Managing the full people lifecycle from onboarding to offboarding
 - Management of the recruitment process and workforce development plan
 - Drafting and maintenance of all employee documentation and records
 - Administering the annual performance review process
 - Providing support and advice to CSJ line managers on staffing and organisational issues.
 - Providing support in resolving HR issues relating to disputes, performance, absence, discrimination etc.
 - Management and development of staff training and development plans
 - Ensuring staff engagement and wellbeing and driving new staff initiatives
- Playing a key role in internal communications, championing a positive team culture and working to build and maintain a strong team that will work together towards the overall CSJ goal and enable high impact and performance across all areas.
- Developing and implementing organisational wide policies, systems and strong working practices which allow us to operationalise our strategic plans efficiently and effectively and enable collaborative cross team working.
- Management of the CSJ central infrastructure, including all logistics relating to the Westminster office and the procurement and management of contracts for services (such as IT support, telecoms and cleaning), ensuring smooth running of the organisation at all times.
- Developing and implementing the CSJ IT roadmap, building an efficient IT infrastructure fit for the future.
- Ensuring compliance with laws and regulations, including management of risk registers, GDPR, Health and Safety management, fire risk, first aid and insurances.

Other duties that may arise from time to time.
