

XLP

DIRECTOR OF OPERATIONS

CANDIDATE PACK

charisma
CHARITY RECRUITMENT

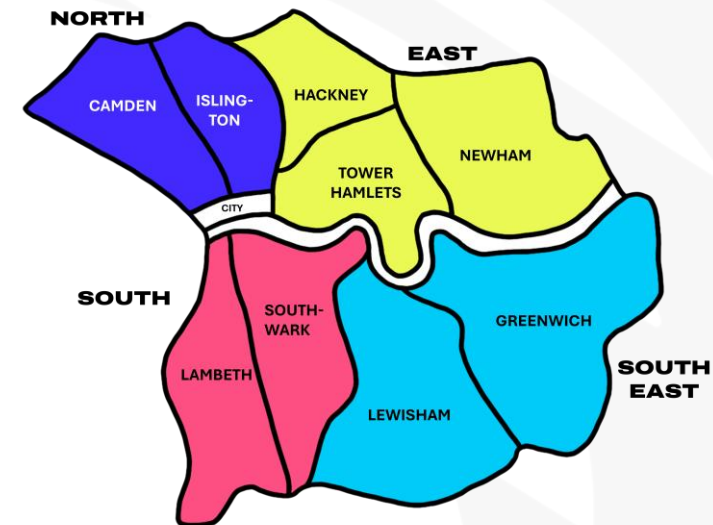
DIRECTOR OF OPERATIONS

XLP is a vibrant youth work charity dedicated to shaping bright futures for young people. Leading the charge against poverty and educational failure in inner London, we offer holistic, long-term support to 11 to 25 year olds in both schools and communities.

The Director of Operations will be at the forefront of implementing our commitment to excellence as we grow, having transitioned from a £2m to £3m charity in recent years, and from 30 to over 60 staff. The primary objective is to develop and support a culture of outstanding performance across XLP, and to ensure an excellent working environment and a well-supported team. In parallel, the role-holder will develop and implement the operational processes, policies and systems necessary to support an effective, impactful and growing organisation. It focuses on supporting and developing our workforce and providing the infrastructure that enables all of XLP's services and activities to operate in an impactful way. The successful candidate will report directly to the Chief Executive Officer (CEO) and will sit on the XLP Executive Team, alongside a Director of Youth Work and Director of Fundraising and Communications.

We are looking for an organisational leader with the ability to develop the culture, people and processes, and to drive excellence across XLP. This role requires an individual who is highly numerate and commercially minded, with excellent interpersonal skills and a heart for social change, giving the opportunity to shape our organisational culture and lead on our Equity, Diversity and Inclusion work.

We're keen to increase the diversity of our Executive Team and Senior Management Team. We particularly encourage applications from women and from Black, Asian and Minority Ethnic candidates.



VALUES

OUR MISSION

We fight for the young people that fly beneath the radar. Those who have been written off and ruled out; whose hope for the future is waning. We see the young people that others forget.

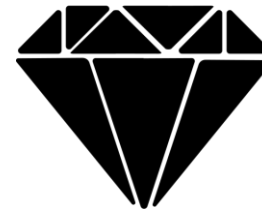
Not only do we see their struggle and their circumstances, but we see their potential. In them, we see talent, we see skill, we see courage.



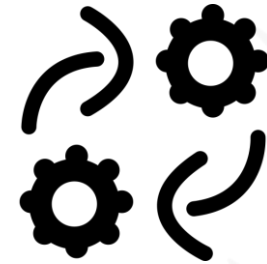
WE PUT **YOUNG**
PEOPLE FIRST



WE BELIEVE IN WORKING
FOR THE **LONG TERM**



WE STRIVE
FOR **EXCELLENCE**



WE **WORK**
TOGETHER WELL



WE ARE ROOTED
IN **CHRIST**

These are the values that shape our community and drive our effectiveness. Candidates are required to support, uphold and sustain these values.

We are a Christian charity and are "faith-based, but not faith-biased," working with young people of all faiths and none. We are guided by the values of love, compassion, and helping others that come from Jesus' life and teachings. We use these principles to make a real difference in our communities.

Our staff team is dedicated to growing in diversity and inclusion, aiming to reflect the communities we serve. We welcome applications from all backgrounds, ethnicities, and genders.

WHAT YOU WILL BE DOING

Strategy

- Demonstrate a passion and enthusiasm for the charity and its vision;
- Take accountability for implementing XLP's Five-Year Plan, structuring Operations to deliver and support it;
- Engage the members of the Executive Team and Senior Management Team to facilitate cross-departmental collaboration that ensures all financial, IT, governance and HR functions positively support the charity's strategy and operational delivery;
- Provide strategic recommendations to the CEO based on financial analysis and projections, cost identification and allocation, and revenue / expense analysis.

Governance and Impact

- With the Head of Impact, establish and monitor metrics for evaluating programme effectiveness and impact;
- Ensure all appropriate governance requirements, policies and procedures are suitably maintained and are used effectively (e.g. Health and Safety, Safeguarding, GDPR) in accordance with statutory and other regulatory requirements and recommendations;
- Lead on risk management, maintaining the risk register, identifying and communicating the most significant risks to XLP's success to the Executive Team, managing shared ownership, and mitigation across the Executive Team, the wider organisation and the Trustees;
- Review all formal finance, HR and IT related processes and administration; whilst managing and developing the systems in place;
- Maintain up to date knowledge of legal requirements and guidance for the charity sector;
- Oversee contracted support services, including governance support, financial management and IT.

WHAT YOU WILL BE DOING

Finance and IT

- Line manage the Head of Finance and their team;
- Line manage the IT and GDPR Coordinator;
- Prepare the annual budget in collaboration with the Executive Team and Head of Finance, consistent with the business plan, and own the implementation of budgets to monitor progress and report operational metrics both internally and externally;
- Ensure maintenance of appropriate internal controls and financial procedures, and monitor the use of all funds;
- In partnership with the Head of Finance, prepare monthly management and quarterly reports incorporating KPIs and commentary;
- Develop and utilise forward-looking, predictive models and activity-based financial analyses to provide insight into the organisation's operational and business plans;
- Manage cash flow and forecasting, directing all financial, project-based and departmental accounting;
- Work with the IT and GDPR Coordinator to ensure that strong infrastructure and support is in place for ICT systems, digital and data management for XLP.

People and HR

- Oversee HR and act as an escalation point for HR, triaging matters as appropriate;
- Ensure all HR related policies, processes, administration and systems are followed and improved where necessary;
- Support HR and the Director of Youth Work in developing our recruitment, induction and line management, our People Strategy, including our Learning and Development plans;
- Oversee the framework for effective performance management, ensuring managers and staff are equipped with the tools and support to build and maintain high performing teams that can deliver high quality outputs and outcomes.

WHAT YOU WILL BE DOING

Workplaces

- Line manage the Office Coordinator for the XLP Office and Stratford Hub, and hold accountability for site management, including utilities, health and safety, leases, upkeep, repairs and refurbishment of the site;
- Manage the tenancy relationship with the Priest in Charge of All Hallows and the Diocese of London (the landlord);
- Ensure team members have good working environments and the right facilities and equipment to fulfil their roles effectively;
- Ensure the XLP workplace sites are fit for purpose – both now and for the future;
- Build effective working relationships with landlords and suppliers;
- Oversee contract management, including lease / rental agreements for premises.

Executive Team Responsibilities

- Be a visible and influential leader for XLP and play a key role in the success of the Executive Team;
- As part of the Executive Team, support the CEO in leading and influencing on matters of strategy, culture and finance;
- Represent XLP externally, covering for the CEO as necessary;
- Lead by example, being a positive role model for the XLP staff team and actively participate in all XLP staff events.

Other

- Carry out any other reasonable ad hoc duties as required to ensure that the demands of the role are met;
- Be part of the office team, attending staff and departmental meetings.

WHAT YOU BRING TO THE ROLE

You will be passionate about creating positive futures for young people and will possess the necessary knowledge, experience, skills and attributes to provide leadership to our people and operations work.

Key Skills:

- Experience of working in senior leadership in an organisation at least of similar size and complexity and a track record of driving strategic vision to reality;
- Experience in project and/or operations management and a track record for developing the systems, quality assurance and management that support organisational excellence;
- Strategic thinker, with an ability to grasp detail and translate ideas into strategies and deliverable outcomes;
- Knowledge of systems and governance of systems;
- Awareness of the importance of HR, GDPR, Safeguarding and Risk within an organisation;
- Experience in building and leading teams effectively, focusing on results delivery;
- Substantial experience of strategic project design, development and evaluation;
- Demonstrable project management skills and experience of delivering multiple concurrent programmes, with a track record of successful delivery;
- Experience in finance and leading on budgets;
- Excellent interpersonal and communication skills that inspire confidence and develop a culture of excellence;
- Highly organised and adaptable, with a focus on results.

Useful if you have:

- Experience of the youth work and / or charity sector

We are committed to providing ongoing training and support for all our staff for them to develop and thrive in their roles.

All XLP staff and volunteers have enhanced DBS disclosures and work within strict child protection guidelines.



TERMS OF EMPLOYMENT

This is a full-time role, with normal working hours and some evenings and weekends as required.

Location:	City of London, Hybrid (Mon – Wed in the office)
Contract:	Full time, Permanent
Salary:	£55,000 - £60,000 depending on experience

HOW TO APPLY

XLP is working exclusively with Charisma Charity Recruitment. You can apply for this role [here](#), your application must include a comprehensive CV and supporting statement, explaining how you believe you match the requirements of the role and describing any potential conflicts of interest.

Submission Deadline: Applications should be completed by **Tuesday 18th February**

Interview Process: Successful candidates will be invited to two stages of interview during the weeks commencing **3rd March** and **17th March**.

Please note that Charisma vetting interviews must be completed by **24th February**.

If you have any questions about the role, please contact info@charismarecruitment.co.uk or call 0207 998 8888.