



Growing Hope |
Registered charity 1176358

Growing Hope, 390 Caledonian Road,
London, N1 1DN | 07496 528506
info@growinghope.org.uk

Operations Director

JOB DESCRIPTION AND PERSON SPECIFICATION

Growing Hope is a charity providing free therapy for children and young people with additional needs in partnership with local churches across the UK. We aim to grow hope for children, hope for families and hope in Jesus. Growing Hope was founded in December 2017 and has a vision to see 20 clinics set up across the UK by 2030. We have three clinics, King's Cross, Brockley and High Wycombe, and we are currently setting up a fourth clinic in Gateshead. Each clinic is a local CIO which runs in partnership with Growing Hope and the local church. We have worked with over 700 children, young people, parents, carers and siblings since we launched. As a national charity Growing Hope has trained over 500 professionals & parents. We are continuing to expand, with the set-up of further local clinics on the horizon.

Role Summary

Growing Hope seeks a highly-motivated and experienced Director of Operations who is passionate about our mission. The ideal candidate will play a vital role in ensuring the smooth and efficient running of the charity's essential operations. This position offers an exciting opportunity to lead and develop our finance, HR, IT, and governance functions. This will provide the backbone for Growing Hope to continue making a tangible difference in the world and ensure the charity's long-term sustainability and growth. We are looking for employees who are committed to Growing Hope's vision and values and can demonstrate these both within their interview and as they complete their job role. Growing Hope values:



Job Description

Location: Central London – King's Cross (2 days office based)

Hours: 37.5 hours per week (full time, part time working also considered)

Duration: Permanent

Salary: £50,499PA (including London Weighting, Director, Increment A)

Job Purpose

This role will report to the CEO of the charity and will work closely as part of the Senior Leadership team. The Operations Director will have oversight of HR, IT, Operations, Finance and Governance within the charity. This will involve line management of the Finance Officer and Operations Officer in the team. As the charity grows we want to ensure that we have strong governance, processes and financial reporting across Growing Hope and the local charities. As a small charity, the role will require balancing practical tasks with strategic planning and management. The role will be based in King's Cross with occasional events outside of the office.

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Main Duties and Responsibilities

Duties and responsibilities will be discussed and developed as the charity continues to grow, but will include:

Leadership and Management:

- Working as part of the Senior Leadership team to strategically support the running of the charity.
- Providing line management for the Operations Officer, Finance Officer and other potential members of the Operations team as the charity grows.

Financial Planning and Strategy:

- Lead the development and execution of long-term financial plans in close alignment with the charity's strategic goals.
- Develop and oversee the charity's annual budget, ensuring financial accountability and compliance with relevant regulations.
- Oversee the preparation of regular financial reports and analysis for the leadership team and Board of Trustees.
- Highlight trends in financial data and provide strategic insights to inform decision making.
- Manage financial resources effectively and efficiently.
- Explore and implement strategies for ensuring best use of charitable funds, and maintaining financial sustainability.

Human Resources

- Develop and implement HR policies, procedures, documents and letters as required, in line with legal requirements and the charity's values.
- Oversee recruitment, and onboarding processes for new staff, volunteers, freelancers and trustees.
- Manage employee performance and address any HR-related issues.
- Promote a positive work culture aligned with Growing Hope's Christian values.

IT Management:

- Oversee the set up of IT hardware and software across the charity.
- Maintain the charity's IT infrastructure, including hardware, software, and cybersecurity.
- Design and oversee a robust and secure IT infrastructure, ensuring optimal use of technology to streamline operations and support the charity's mission.
- Collaborate with the Senior Team and team members to identify and implement new technologies as needed.
- Champion cybersecurity initiatives, ensuring protection of sensitive data.
- Oversee IT support and training to enhance staff competency and optimise technology utilisation.

Governance:

- Uphold the highest standards of governance, ensuring compliance with all legal, regulatory and ethical requirements for charities. Work closely with the trustees and senior team to ensure this is in place.
- Attend quarterly trustee meetings to report on governance and policies.
- Develop and implement a comprehensive risk management framework to identify and mitigate potential risks to the organisations operations and reputation.
- Support the Board of Trustees in fulfilling their oversight responsibilities, providing timely and accurate information and logistical support.



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General:

- Sending letters and emails and making phone calls as required.
- Logging all actions on Salesforce database.
- Maintain data protection & confidentiality in line with Growing Hope's policy.
- Ensure adherence to Safeguarding and wider Growing Hope policies.
- Actively leading staff prayer meetings and upholding Growing Hope's Christian values.

Person Specification

The ideal candidate will have a genuine interest in working in the charity sector, an interest in additional needs and inclusion are highly desirable.

ESSENTIAL

- This role has an Occupational Requirement to be a Christian, as permitted under Schedule 9, Part 1, of the Equality Act 2010.
- Bachelor's degree in a relevant field.
- Proven experience in a senior operations or leadership role, preferably in a charity or non-profit setting.
- Strong analytical and problem-solving skills with a focus on process improvement.
- Excellent communication and interpersonal skills, both written and verbal.
- Strong working knowledge of HR, finance, IT, risk management and governance best practices.
- A collaborative leadership style and willingness to be a hands-on team player.
- Exceptional problem solving, analytical thinking and decision making abilities.
- Deep commitment and passion for the mission and values of Growing Hope.

DESIRABLE

- Experience, interest in or commitment to a career in additional needs and inclusion.
- Experience working with charities or non-profits.
- A relevant professional qualification (e.g., accounting qualification, HR qualification).