



# Head of Operations

## Information Pack

### April 2024



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**Please note:** In accordance with Article 70 of the Fair Employment & Treatment (NI) Order 1998, it is an occupational requirement that Belfast YMCA's Head of Operations is a committed Christian in full agreement with Belfast YMCA's Affirmation of Faith.

# Introduction

## Dear Candidate

We've proudly served Belfast for over 170 years, fostering a legacy deeply rooted in supporting children, young people, and communities. For over four decades, peacebuilding has been the cornerstone of our efforts, weaving through every aspect of our work. Our vision is a city where life is better for children, young people and our communities

As a registered charity and a company limited by guarantee, we are part of the global YMCA family, embracing and seeking innovative approaches to fulfil our mission.

Over the past two years, we've experienced substantial growth across our Childcare, Youth, and Community programmes. This new role is pivotal in ensuring our sustainability, efficiency, and continued positive outcomes.

We are driven by our Christian ethos and are seeking an experienced and faith filled leader to oversee crucial operational functions, directly managing our Finance, Facilities, and People team. The ideal candidate will excel in problem-solving, innovative thinking, and bringing positive change throughout our organisation.

Reporting to the CEO and serving as a key member of the senior leadership team, you'll play a vital role in shaping our strategy, operational delivery and prioritising initiatives.

We believe in creating an environment where our staff, volunteers, and the individuals we serve can all thrive. If you're passionate about operational excellence and making a difference, we invite you to join us in our mission. We look forward to hearing from you.

## Chris Cupples

CEO



# What we do

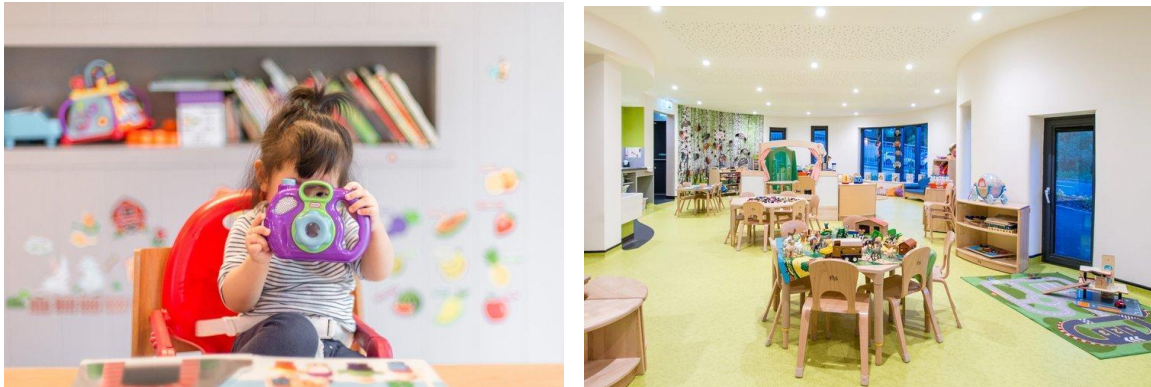
## Childcare

We provide care for around 200 children each week with a team of over 30 staff working across our childcare and after schools social enterprise.

In our nursery, we have dedicated rooms for babies, toddlers and two nursery aged rooms with a wide range of indoor and outdoor play areas available for children to enjoy. Our after school programme provides two separate classrooms for P1- P3 children and P4-P7 children as well as ample outdoor space for play.

Our nursery and after school facilities are inspirational spaces for opportunities and experiences for all age groups that stimulate physical, social, intellectual and emotional development.

We also have an abundance of sports pitches, community garden and forest outdoor spaces where children can enjoy free play and adventures.



During school holidays we run clubs for school aged children between 8am-6pm with a programme of play, craft, sport, trips and various outdoor activities.

## Youth Work

Our youth team have been delivering good relations projects in schools throughout Belfast for over 10 years. Over the course of the academic year we work with over 1200 young people in schools and across a number of the programmes we offer. Ubuntu, our good relations programme, uses dialogue and interactive learning to increase awareness of stereotyping, sectarianism and migration.

Our youth team also runs a number of other programmes including; Youth in Government, youth club and, summer programmes and more.



## Community

We value community and bringing people together. That's why we work in partnership with other community organisations:

- **CFC South** - Every Sunday we host the local Church, CFC South. We work in partnership to host community events and other initiatives.
- **Dad Camp** - Each August, we team up with Crown Jesus Ministries to run Dad Camp, a special experience for fathers and their children.
- **Alpha** - We work with Alpha to offer chances for people to explore and deepen their Christian faith.
- **Ethos Training**: Ethos Training, our anchor tenant, operates a gym within our Stranmillis Hub, promoting health and fitness.
- **Aquinas Football Club**: Our sports pitches are home to Aquinas FC, providing football training and matches for local boys and girls.
- **Sólás**: Through the SONA project, we host Sólás who provide care for young adults with autism and additional needs.
- **Stranmillis Primary School**: We share our playing fields with Stranmillis Primary School, enhancing outdoor activities for 470 pupils.
- **Community Garden**: We have a newly established community garden thanks to our growing volunteer team.
- **Forest School**: We are in the process of establishing a Forest School on site
- **Junior Parkrun**: Since January 2024, we've been running a volunteer-led Junior Parkrun, a weekly 2k run for children aged 4-14.

Throughout the year we also run a number of community events and fun days for the whole community.

## Our Purpose

### Vision

Our vision is a city where life is better for children, young people and our communities

### Mission

Our mission is to:

1. Empower children and young people to learn, grow and thrive
2. Support our community towards a lasting peace
3. Create opportunity through accessible activities, places and partnerships

## Values

Welcome	-	Our welcome is unconditional
Care	-	We care passionately about our people
Excellence	-	We pursue excellence in all we do
Relevance	-	We are relevant to the changing needs of Belfast

## Our charitable objectives are to:

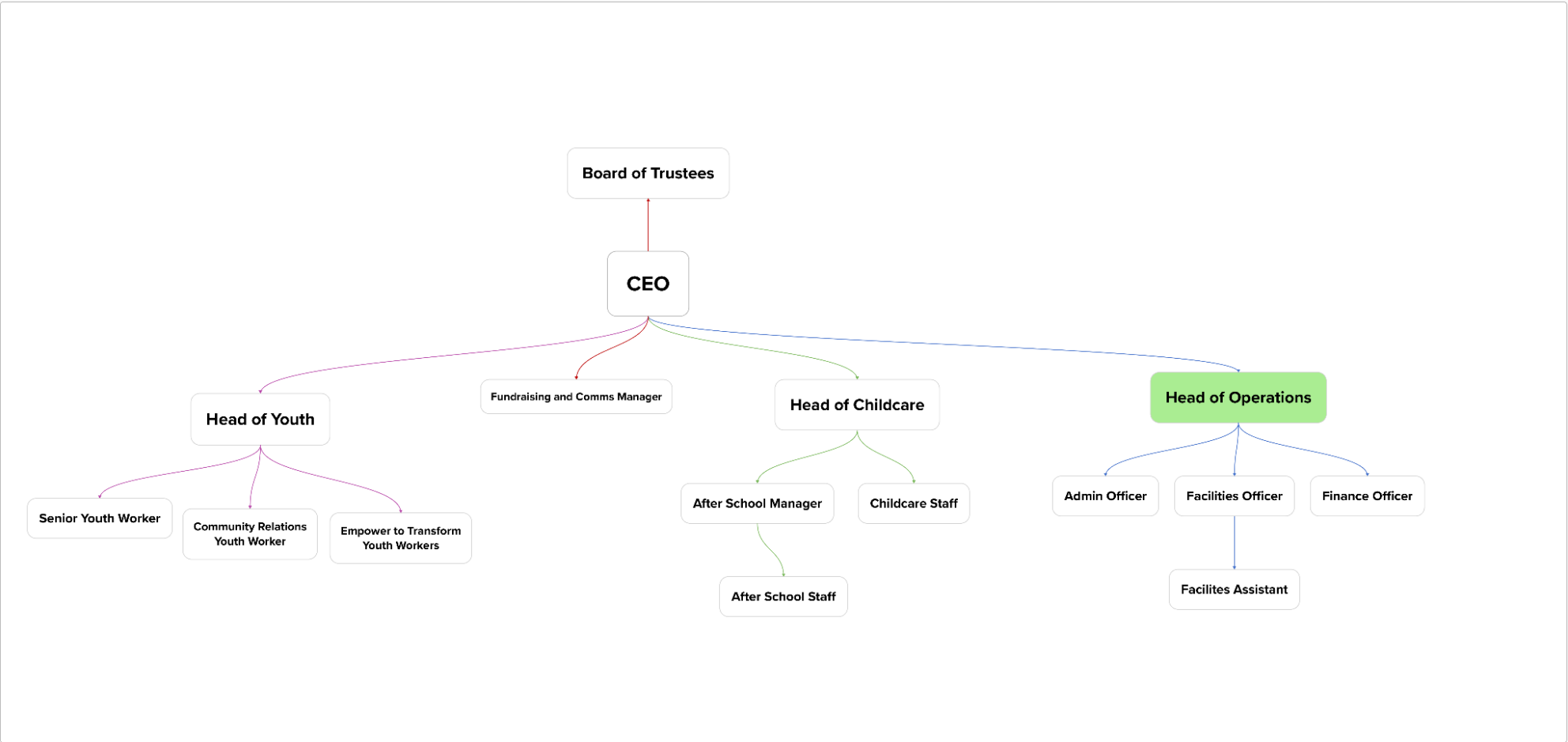
- Promote the Christian faith
- Provide educational opportunities for all people (particularly young people)
- Promote healthy living (including mental, emotional and spiritual wellbeing)
- Promote community engagement and citizenship
- Assist in the relief of hardship or distress

## Our Strategic Plan:

We are in year two of a three year strategic plan (2023 to 2025). Our current strategic priorities are to:

1. Increase the impact of our Youth work
2. Invest into our Childcare provision
3. Further develop our community strategy
4. Strengthen our HR processes and staff engagement
5. Diversify and increase our income

# Our Structure



# Job Description

**Job Title:** Head of Operations

**Responsible to:** CEO

**Responsible for:** Finance Officer, Facilities Officer, Admin Officer

**Main Location:** Belfast YMCA, 58 Knightsbridge Park, Belfast, BT9 5EH  
(Role will require travel or work at other locations at times)

**Salary:** Salary band £33,000 - £37,000 per annum (FTE)  
Starting salary will depend on level of experience

**Hours:** 30 to 37.5 hours per week  
Open to flexible working arrangements  
Occasional evening and weekend work may be required

**Other benefits:** 5% employer pension contribution  
Employer sick pay scheme  
Holidays - 31 days per year rising to 37 days per year  
Death in service insurance  
Long service awards  
Staff discount on childcare / after schools

**Contract:** Full Time Permanent

**Probation period:** 6 months

## **Main purpose of the Job:**

We are seeking a Head of Operations who will provide leadership over all internal operations, directly managing our Finance, Facilities, and People Officers. This pivotal role requires strategic acumen in leading both people and processes. Collaborating closely with the CEO and the board, you will bear the responsibility of facilitating seamless operations throughout the organisation, thereby advancing our charitable objectives.

## **Job Details**

### **1. Strategy and Leadership**

- 1.1. Promote the objectives and priorities of the YMCA, holding in balance the Christian, charitable and social enterprise aspects of the organisation



- 1.2. Act as a senior leader in the organisation, working closely with the CEO, Board and other senior leaders in living out the culture and values
- 1.3. In the absence of the CEO to act as deputy; directly working with the board and wider staff team to ensure the successful running of the organisation
- 1.4. Inform and support the Board, CEO and Operations Team in the strategic direction of the organisation
- 1.5. Contribute and report to the Board and relevant sub-committee meetings as required
- 1.6. To be a committed Christian in full agreement with Belfast YMCA's Affirmation of Faith

## **2. Operational Management**

- 2.1. Lead on the strategy and planning for the operations team, working with the operations team to effectively plan and prioritise operational delivery
- 2.2. As part of the senior leadership team, ensure the operations team priorities are worked into the wider organisational plans and priorities
- 2.3. Lead on continuous improvement, project and service innovation and digital development to maximise new opportunities and organisational effectiveness
- 2.4. Manage relationships with key community partners and stakeholders to promote the work of Belfast YMCA
- 2.5. To ensure that the operations team are both enabling and supporting the key work areas: Childcare, Youth and Community and helping to deliver the charity objectives

## **3. People Management**

- 3.1. To be responsible for the overall people strategy - working with the operations team to develop a strategy and implementation plan
- 3.2. Work closely with the HR service provider and Admin Officer to manage all staff and employment issues - ensuring we are a good employer
- 3.3. To be responsible for the management of staff; recruiting and supervising directly managed posts, ensuring induction takes place, training needs are identified and met, and staff supervision take place
- 3.4. Take the lead in staff communication, ensuring effective flow of information and that staff are aware of key developments
- 3.5. Promote a healthy working environment, leading by example, and being accessible so that staff feel listened to and supported
- 3.6. To ensure the development and implementation of staff policies that ensure that best practice is followed in all areas and, when necessary, implement informal and formal disciplinary and grievance procedures

## **4. IT, Finance, Risk and Compliance**

- 4.1. To be responsible for the effective financial management of the operations team budgets, including comprehensive financial records; that there is budgetary control for all expenditure; to authorise expenditure and payments within delegated authority
- 4.2. To work closely with the operations team to ensure that the organisation meets all legal requirements
- 4.3. Contribute to the monitoring, reviewing and evaluation of work undertaken and ensuring that the organisation are adequately reporting to all funding / statutory bodies
- 4.4. Carry responsibility for ensuring a central record of all policies and that these are updated and reviewed as required by the appropriate people

- 4.5. Take overall responsibility for risk management across the organisation - working with the CEO, Board and senior leadership team to ensure that this is appropriately managed, monitored and reviewed
- 4.6. Understand and work with outsourced software providers to ensure high quality and best practice around the organisation's IT, GDPR, and data protection requirements

**5. Facilities Management and Planning**

- 5.1. Support the Facilities Officer in monitoring and maintaining the health, safety and security of all our facilities and activities
- 5.2. Ensure that all relevant Health and Safety legislation is adhered to across all facilities via the the Facilities Officer and Operations team
- 5.3. Carry responsibility for managing the long term planning and budgeting for planned maintenance and repairs across all facilities
- 5.4. Support the CEO and Board in developing future development and usage plans for the main site and facilities while working alongside professional firms

**6. Community Partners**

- 6.1. Develop a plan for growing usage of our site; increasing both rental and booking income via short and long term leases in line with our vision and objectives
- 6.2. To liaise with our community partners including Community Garden volunteers, Stranmillis PS, Aquinas FC, CFC, Solas etc
- 6.3. To collaborate with the Fundraising and Communications Manager with fundraising initiatives that can support the development of our strategy
- 6.4. To be responsible for leading on the planning and delivery of Community events through the operations team and with wider staff and volunteer involvement

**Please Note:** This is not an exhaustive summary of the responsibilities. The post holder will be expected to undertake any other duties of a similar nature as required for the role.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	A recognised third level qualification or professional qualification in a relevant discipline	Further professional development in Business or Management or equivalent
<b>Experience</b>	Five years' experience in a senior position  Experience of budget responsibility of over £150k per annum	Experience of managing an operations team or function in another organisation

	<p>Experience of planning and delivering against organisational priorities</p> <p>Experience of working with and managing multiple stakeholders and partnership working</p> <p>Experience of directly line managing staff</p>	<p>Experience of governance, legislation, compliance with and reporting to statutory bodies</p> <p>Evidence of reporting to agencies / statutory bodies / strategic partners</p> <p>Experience of the charity or social enterprise sector</p> <p>Experience of working with Christian churches and organisations in Northern Ireland</p>
<b>Skills</b>	<p>Evidence of excellent people skills</p> <p>Evidence of strong communication and interpersonal skills</p> <p>Excellent organisational and planning skills</p> <p>Financial acumen and ability to understand organisational budgets</p> <p>Evidence of ability to work with others in a team and also ability to work independently to meet targets and deadlines.</p>	<p>Experience of managing change and improvement projects</p>
<b>Personal / Character</b>	<p>A committed Christian, subscribing to Belfast YMCA Affirmation of Faith</p> <p>Capable of Access NI Enhanced Clearance</p> <p>Committed to the vision, mission and values of Belfast YMCA</p>	<p>Committed to a local church and active in serving in the church</p>



## How to apply

Please forward the following to: [jobs@belfast-ymca.org](mailto:jobs@belfast-ymca.org)

- CV, maximum three A4 sides
- Completed supplementary questions
- Monitoring form
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The deadline is **10am Monday 20th May 2024**. Applications should be made by email to: [jobs@belfast-ymca.org](mailto:jobs@belfast-ymca.org). Receipt of your application will be confirmed by email.

Contact [jobs@belfast-ymca.org](mailto:jobs@belfast-ymca.org) or call Aly Orr on 02890684663 (Monday to Thursday) if you have any queries about the role or the application process.

### Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact us so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

### Equal Opportunities and Occupational Requirement

Belfast YMCA is an equal opportunities employer and will not unlawfully discriminate in its recruitment and selection procedures. In accordance with Article 70 of the Fair Employment & Treatment (NI) Order 1998, it is an occupational requirement that Belfast YMCA’s the Head of Operations is a committed Christian in full agreement with Belfast YMCA’s Affirmation of Faith.

# Timeline

<b>Application Deadline</b> CV, supplementary questions and monitoring form to be submitted	Monday 20th May 2024 10.00am
<b>First Interview</b> In person at Belfast YMCA	Wednesday 29th May
<b>Second Interviews</b> In person at Belfast YMCA	Wednesday 5th June

## Belfast YMCA

56-58 Knightsbridge Park, Stranmillis, Belfast BT9 5EH

[Google Maps](#)

**Tel:** 02890684660

**Email:** [jobs@belfast-ymca.org](mailto:jobs@belfast-ymca.org)

