

ARTS EMERGENCY



We help young people from underrepresented backgrounds thrive in the arts and humanities. We provide guidance so they can chart their own course. We create connections to help them get ahead. Founded in Hackney by two friends, activist Neil Griffiths and comedian Josie Long, we now support over 1,000 young people nationally.

Our values

- We are **bold**, actively changing UK culture in a big, far-reaching way.
- We are **optimistic** about the future and celebrate the best in human nature.
- **Community** is fundamental to our existence and the success of our mission.

Our culture

Arts Emergency is committed to being a welcoming and inclusive organisation. We believe that for our society to be fair and kind, every young person should have the chance to contribute to the culture they live in. That's why we're dedicated to levelling the playing field. We help our volunteers to address the structural inequalities in the cultural and creative industries, and use our voice to influence gatekeepers to make real, long-term changes.

We're dedicated to social justice and making the arts and humanities equitable for all. When we recruit we will always commit to; showing the salary, paying a living wage and we won't demand a degree as an essential criteria (unless a specific qualification is required for a role). We particularly welcome applications from disabled people, people of colour and minority ethnic candidates.

In response to the pandemic, staff are working remotely with equipment provided. Team members will have the choice of working remotely or in the office from June 2021 until March 2022, when the team will consult on whether in-office working is required.

What we offer

- Our full-time working week is 35 hours.
- We offer 28 days annual leave in addition to statutory public holidays (pro rata for part-time staff).
- We welcome flexible working arrangements.
- When work is required outside of normal working hours, Time Off In Lieu (TOIL) can be taken with the agreement of your line manager.
- One percent of each staff member's salary is allocated for training, alongside twice yearly team-wide training, strategic planning and staff socials.

Head of Operations and Finance

About the role

You will be joining Arts Emergency at an exciting time. Having grown five-fold since 2016, we are poised to expand our work nationally and aim to support up to 2,000 young people by 2024/25.

The Head of Operations and Finance is a new role which will contribute substantially to the delivery of all of Arts Emergency's activities and have a real impact on young people's lives.

Working with our Chief Executive, board of trustees and a mission-motivated team, this post will play a key role in consolidating our rapid growth and further developing our ambitious long-term plans.

This is a full-time position, 35 hours per week but we will consider part-time for the right candidate.

This role will be a mixture of remote working and office based as agreed with the successful candidate, and we will consider requests for compressed or annualised hours.

The Arts Emergency team is currently working from home until March 2022.

The Arts Emergency head office is based in Hackney, East London, and we also have an office in central Manchester.

Job title	Head of Operations and Finance
Contract duration and salary	Full-time permanent position, £34,000-£37,000 per annum depending on experience, plus pension contribution.
Department/Section	Chief Executive Team
Main purpose of job	Working closely with the Chief Executive (CEO), the Head of Operations and Finance will be the lead on developing and maintaining our administration and management systems, and play a key role in organisational growth by coordinating work around governance, compliance and the development of strategic plans.

<p>Key tasks</p>	<ul style="list-style-type: none"> • Develop and maintain efficient administrative systems and ensure interdependencies across the organisation are considered and workflows aligned to make the most of team capacity • Manage our London and Manchester offices, and a variety of service providers for finance, administration, IT, and human resources, ensuring service level agreements are met and value obtained from contracts • Develop business plans, conduct competitor analysis, and work as part of an ambitious executive team to develop our long-term strategic plans • Act as our internal project manager for Salesforce CRM, and coordinate with external developers and support agencies to ensure appropriate systems are in place and maintained • Work with the CEO and board of trustees to ensure our policies and procedures are up to date, and effectively implemented and reviewed • Work with the CEO and accountant to develop and monitor organisational budgets and produce forecasts, risk assessments and management reports for senior management and our board of trustees • As a member of our senior leadership team, deputise for our CEO from time to time where appropriate and offer leadership to colleagues and stakeholders • As a member of the senior leadership team, attend trustee meetings and prepare agendas, minutes and reports as and when required • Actively develop and maintain the ethos and values of our charity, and positively promote our work and activities at all times • Undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post
<p>Key results/objectives</p>	<ul style="list-style-type: none"> ● Efficiency savings are made on core business processes, and the executive team have the support systems, equipment, policies and processes they require ● Contracts are routinely reviewed and external agencies work towards clear outcomes and deadlines, with new needs or fulfilment issues identified and addressed in a timely fashion ● Senior Management Team and Trustees have sufficient information to make informed strategic decisions, ensure accountability, and manage organisational development and associated risks effectively ● The team have efficient systems for managing workflow, managers and the CEO have oversight of KPIs, and we get best value from our CRM ● Data Protection Officer is outsourced to a suitable contractor and/or systems are developed internally to ensure best practice

	<ul style="list-style-type: none"> • Policies and procedures review is coordinated annually, and completed with the CEO, SMT, and board of trustees as appropriate. • There is organisational wide understanding, and adherence to our policies and procedures • Budget systems are developed and financial reports and plans are produced according to schedule. • Risk registers are developed and regularly reviewed and updated with the relevant manager and our CEO • Our positive work environment and progressive working culture is maintained
Reporting to	Chief Executive

PERSON SPECIFICATION		
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 4 years + experience in a similar role 	<ul style="list-style-type: none"> • Evidence of continuing professional development activities • Project Management or other relevant professional accreditation
Skills & Abilities	<ul style="list-style-type: none"> • Ability to manage a number of projects simultaneously • Ability to work to high levels of accuracy within deadlines. • Ability to act strategically. • Ability to respect and understand the importance of confidentiality • Ability to analyse workflows and implement procedural improvements and increase efficiency • Ability to analyse financial data and produce reports and budgets • Strong IT skills • Interpersonal skills with colleagues, funders, partner organisations and other stakeholders • Written and oral communication skills • Ability to work in a fast-paced environment and work to deadlines 	<ul style="list-style-type: none"> • Remote management experience • Experience of using Salesforce or similar online CRM management tools • Experience of developing long term strategic plans • Experience of managing grant funded projects or organisations

	<ul style="list-style-type: none"> • Ability to work as a key member of a small team 	
Personal Qualities	<ul style="list-style-type: none"> • Highly organised and proactive. • Commitment to equality of opportunities. • Commitment to maintaining up to date knowledge and practice. • Ability to self-manage and delegate appropriately • Strong delivery focus, with the ability to drive progress forward and a concern for results and achieving goals • Sets high standards of performance and seeks to improve previous performance levels 	<ul style="list-style-type: none"> • Willingness to lead change, and take on new challenges in a fast-growing organisation • Lived experience, or demonstrable engagement with Arts Emergency's core cause of diversity and inclusion in education and the creative and cultural industries
Knowledge & Experience	<ul style="list-style-type: none"> • Previous third sector governance, administrative, financial or operational management experience • Experience and knowledge of strategic planning and evaluation • Experience of management systems in a small organisation • Experience of budgeting and reporting processes • Experience of developing internal policy, risk management and business planning and continuity strategies 	
Relationships	<ul style="list-style-type: none"> • Able to develop strong relationships with a variety of stakeholders 	