



THE BIG HOUSE JOB DESCRIPTION BUSINESS OPERATIONS MANAGER

Responsible to: Chief Executive Officer

Based at: Mildmay Community Centre, Woodville Road, London, N16 8NA

Terms: Full time (35 hours per week excluding breaks, additional hours as required: applicants must be prepared to work some evenings, public holidays and weekends)

Salary: £38,000-42,000 (depending on experience)

Pension: 3% employer contribution

Annual leave: 21 days

Probationary period: 4 months

Responsible for: The Big House Means Business Manager; Development Manager; Fundraising Manager; Studio and Events Manager.

The Big House has a simple mission: to enable care leavers and other marginalised young people to fulfil their potential. Through our programmes we use drama participation, life and employment skills, counselling and wrap-around long-term support to develop emotional well-being and enable marginalised young people to build positive adult lives and live independently. Our main activities are: weekly drop-in drama workshops and the Open House Project; an intensive 12-week programme of drama and life and employment skills development which culminates in a full-scale theatre production. Each young person who takes part in the Open House Project is offered support from a psychotherapist and has the opportunity to be matched with a personal mentor.

In addition, we deliver drama-based workshops that develop personal skills as well as leadership training (with a focus on empathy in the workplace) and offer bespoke performances to the business and social care sector via The Big House Means Business. Since its launch in 2016, The Big House Means Business has delivered workshops and performances to organisations such as Barclays, Comic Relief, State Street and Frontline (social worker training) employing young people who have participated in our Open House Projects to assist in the development and facilitation of the workshops.

THE**BIGHOUSE**.UK.COM

e: info@thebighouse.uk.com

t: 020 7923 9955



We are seeking a Business Operations Manager to ensure The Big House is as dynamic, responsive and efficient as it can be in its day to day operations and in the strategic planning of the next exciting phase of development. This growth will include moving to a new building and the creation of a long-term home. This new creative hub will enable us to increase our activities and reach more marginalised young people. The successful candidate will be inspired by the work of The Big House and will relish the opportunity to play a vital part in the lives of at-risk young people. This role will suit an experienced Business Operations Manager looking to become an indispensable member of a small core team within a growing organisation.

Key responsibilities

To work closely with the CEO to:

- Lead on and manage all operational, financial and legal aspects of The Big House.
- Ensure successful delivery of services and maximise strategic growth and new business opportunities.
- Adhere to and implement the objectives of The Big House as directed by the CEO and Board of Trustees.

Strategic/Business and Financial Planning objectives, working with the CEO and Trustees:

- Set key objectives for the growth of the charity's activities and impact of services on young people.
- Lead in the development and management of business plans and budgets in line with key objectives, including the move to and residency in The Big House's new home.
- Ensure that realistic financial targets are set and monitored to ensure the charity's ambitions can be met.
- Liaise with The Big House Means Business Manager to develop and implement a robust, deliverable business plan.
- Develop new sustainable funding streams alongside The Big House Means Business.
- Support in the development and implementation of HR strategy and staff management policies.

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Financial Administration:

- Prepare The Big House's annual budget for approval by the Trustees and prepare monthly management accounts monitoring income and expenditure against the budget.
- Hold accountability for the budget and strategic decisions relating to all areas across the charity.
- Develop and provide reporting of financial information including key performance and risk indicators. Report on financial implications of strategic plans, investments and reserves.
- Develop policies around finances, reserves and investments. Maintain sound internal controls ensuring compliance with internal policies and accounting standards.
- Liaise with external auditors/accountant and prepare information for the annual accounts.
- With the Development Manager, ensure that all financial reporting obligations are met in relation to submissions for funding, grant aid, contracts and other initiatives.
- Establish, maintain and monitor effective administration systems.
- Ensure compliance with regulatory (e.g. Charity Commission) requirements.

Service delivery

- Work with the CEO and Trustees to achieve best practice in service delivery and remodel services to conform to new guidance if necessary.
- With the Development Manager, set priorities and impact objectives and implement effective reporting arrangements for funders and the Trustees that accurately record and monitor service performance against agreed targets.
- Periodically audit services to maintain a current understanding of their effectiveness.
- Report swiftly on deficiencies identified in service management, staffing and resources, and work with the CEO and Trustees to remedy them.
- Ensure that genuine service feedback is integrated into staff education and service practice where appropriate.
- Develop and maintain The Big House risk register and ensure that adequate risk assessment and management is embedded across The Big House's work.
- Ensure awareness of current developments in the care system and available services.

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Skills and Experience

The Big House is a small but growing organisation. To thrive in this environment, you will be an exceptional candidate who demonstrates intellect, personal confidence and excellent interpersonal skills. The successful candidate will be able to demonstrate that they have the following qualifications, skills, abilities or experience gained from a minimum of 2 or 3 years' experience working in a similar role.

Essential

- Experience of supporting a CEO in strategic planning and implementation of key objectives.
- Significant experience of creating, managing and implementing budgets and business plans that align with key objectives and strategic growth.
- Significant experience of monitoring and improving the effectiveness of services.
- Confident and successful use of IT systems and packages, including Microsoft Office (Excel, Word, Powerpoint) to intermediate level.
- Ability to work efficiently and make good use of time and resources.
- Patient, resilient and able to cope with pressure to meet deadlines.
- Able to take the initiative, be creative and proactive.
- Ability to motivate, influence and lead a team.
- Ability to translate Trustee policy into working policy.
- Inclusive approach which welcomes and relates to people from all backgrounds.
- Ability to maintain a high level of confidentiality and discretion at all times.
- Ability to maintain professional boundaries.
- Ability to work on a wide variety of tasks and to prioritise.
- Excellent listening, verbal and written communication skills.
- Strong and effective negotiation skills.
- A commitment to equal opportunities and to working as a team.

Desirable

- Service/departmental management experience.
- Experience of working in senior management within a multi-functional arts venue.

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- Ability to demonstrate the skills and knowledge to deal appropriately with change management, interviewing and staff issues.
- Knowledge of health and safety regulations.
- Knowledge of data protection and new GDPR requirements.
- Previous involvement with capital projects.
- Knowledge of Quickbooks or similar programme.
- Experience of working in a not for profit environment.

This post is subject to a satisfactory enhanced DBS clearance

To apply for this role, please send a copy of your CV and a covering letter detailing how you match the skills and experience required (no more than two sides) to info@thebighouse.uk.com.

Visit www.thebighouse.uk.com for more information on The Big House.

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