



Director of Operations

Salary: £51,937 to £55,116 dependent on experience

Hours: Full or part time (min 0.8 FTE), 37.5hrs per week if Full Time, plus early Friday finish

Reports to: CEO **Manages:** Operations Officer

Location: Hybrid between London Bridge office and working from home

Contract: Permanent

Start: As soon as possible

Closing date: 13 March 2025. [Apply here](#)

About Future Frontiers

In the UK, family income is the strongest predictor of how well a young person will do at school and the future opportunities they will have. Future Frontiers exists to change this. Our vision is of a society where equal access to education and career opportunities enables potential to overcome poverty.

We support young people from disadvantaged backgrounds to realise their potential and work towards secure and fulfilling employment. In partnership with schools, businesses and supporters, we deliver an evidence-based programme of career coaching, opportunities and guidance for young people from lower income households. This year, we are working with more than 3,000 young people in schools across Greater London. You can find out more about our programme and impact so far in the Annual Impact Report on our website.

The opportunity

This is an exciting opportunity to lead on finance, HR, IT, Data and operations for an ambitious social mobility charity with an income of £1.5m and a team of 25 people committed to achieving lasting impact for young people.

As a member of the charity's **four-person Senior Leadership Team**, you will report to the CEO and be responsible for implementing the charity strategy (with accountability for Operations projects), financial reporting to the Board of Trustees, and championing organisational collaboration, values and EDI.

As Director of the Operations Department, you will take on a small team - managing an Operations Officer - to deliver and proactively develop the policies, processes and systems to **equip our team to thrive**, and to build the charity's reputation as a reliable, impactful partner.

This is a great time to join as we refresh the charity's strategy and operating model, and innovate our provision to increase our reach and impact.

About the Operations department

You will lead the Operations department, with responsibility for all finance, HR, recruitment, IT, legal and operations. The team is currently comprised of:

- An Operations Officer who manages our bookkeeping and day to day finance, staff safeguarding, staff tech, our office, recruitment, inductions and general operations.

You will also liaise with external parties who offer expert support across HR, IT and accountancy as required.

Your responsibilities

You will be a senior leader at the organisation, proactively supporting your colleagues and empowering them to be their best. You will be responsible for several areas of the charity.

Leadership and Strategy

- Deliver our Operations KPIs as part of our strategy; as well as being jointly responsible for the successful implementation of the full strategy.
- Lead and shape the Operations department, making sure it's fit for purpose and maximising resources.
- Work collaboratively with other departments to maximise the success of the charity.
- Champion our values and proactively work to embed them into our culture.
- Oversee the EDI working group and proactively champion EDI across the charity.
- Work closely with the CEO, Chair of Trustees and Chair of Finance Committee to ensure sound charity governance and risk management.

Finance

- Set and manage our annual budgets (circa £1.5m), supporting heads of departments in the process
- Report monthly and quarterly on our finances, tracking our income, expenditure and reserves, and liaising with the board of trustees.
- Oversee our bookkeeping and payroll; input journals as needed and closely monitor cashflow.
- Manage the end of year accounts and audit process, liaising with the external auditors.
- Lead on organisation, reporting and presenting at Trustee Finance Committee and relevant agenda items for Trustee Board meetings

Operations, IT and Data

- Manage our office space and future office needs;
- Manage the technology and data strategy, keeping staff tech secure and up to date, and acting as key liaison with third parties
- Be responsible for upholding our data privacy obligations. Work in partnership with senior data roles internally to manage GDPR obligations, data security and use of data for internal and external reporting
- Ensure we meet all statutory and legal requirements with HMRC, CC, ICO etc.

- Oversee the efficient usage of our database, systems and key platforms (including Salesforce, Xero, website) ensuring we are collecting and analysing relevant data in line with our goals to grow income and impact, ensuring proportionate resourcing and training
- Leadership of ad hoc Operations and intra-departmental projects as required

People Management

- Oversee the recruitment of new staff, coordinating the process and supporting heads of departments.
- Oversee the staff journey including inductions, staff surveys, annual reviews, and exits.
- Oversee annual staff development and training needs, including managing our twice yearly offsites and regular full team days.
- Oversee and support the wellbeing of our team; both directly and through the Wellbeing working group.
- Maintain our policies and staff handbook, researching and writing/updating policies as required.
- Support managers with HR queries and issues, liaising with external third party experts as required.

About you

It's likely that the successful candidate could come from a range of backgrounds, however you should be comfortable with challenges presented by the areas below. You might have experience in some areas and are looking to grow in others.

Your experience

- **Managing finances (essential):** You have been responsible for budgets, reporting against budgets and forecasting; you are comfortable with managing the cashflow and accounts of a small organisation / charity. Knowledge of charity SORP would be helpful. Proficient in Excel and finance systems (eg Xero) and comfortable with database management.
- **Improving processes:** You have improved processes, making them more effective and robust, researched and adopted technology and persuaded / trained people to adopt a new approach.
- **Supporting people:** You have developed people-related initiatives to improve the working environment and know what it takes to empower people to be their best.

Your skills and competencies

- **Leadership skills:** You can inspire and guide people around you to operate effectively and in a way that champions the needs of the charity and our young people. You are confident managing a team.
- **Problem-Solving:** You can identify potential challenges or areas for improvement and act confidently to resolve them, even if that means independently learning something new.
- **Highly organised and process-driven:** You can manage multiple projects and workstreams effectively and independently, working with others to reach a goal.
- **Building relationships:** You can build effective, trusting relationships with your team, colleagues, and external stakeholders, and can communicate effectively with people at all levels.
- **Flexible and supportive:** You can demonstrate your ability to work in a small, fast-paced, evolving team, maintaining the happiness of people through change.

Benefits

- 27 days annual leave (inclusive of 3 day Christmas closure) + bank holidays, increasing with service
- Employee Assistance Programme, including free counselling
- Flexible working with early 4pm finish on Fridays
- Additional parental leave pay and additional childcare leave for child's first 2 years

Equal Opportunities, Diversity and Inclusion

Here at Future Frontiers we are dedicated to the practice of equal opportunities. The principles of it underpin our mission and we treat all employees, volunteers, clients and students as individuals. We believe in having an open and inclusive culture that champions diversity in all its forms, including disability, culture, race, gender, sexual orientation, age, life experiences, socio-economic background, and religion.

We encourage everyone to apply for our roles. We are particularly interested to hear from candidates who have lived experiences relatable to our young people. If you have any queries about the role, please email us on recruitment@futurefrontiers.org.uk

How to apply

To apply, please fill out our [application form](#) by answering these questions and attaching your CV.

1. Tell us why you want to work at Future Frontiers and in this role. What is it about us and the job that excites you? (Max. 1,000 characters)
2. We are looking for someone with experience in finance, processes and people, as given above in the 'about you' section of this JD. Please tell us about your **relevant experience** in these three areas. (Max. 1,500 characters)
3. Tell us about a time when you have implemented a significant change to a product, process or internal way of working; what change did you make and why; how did you influence others to adopt or support the change; what was the result? (Max. 1,500 characters)

- **Deadline: 13 March 2025, 9am.** Applications will be assessed on an ongoing basis, so we encourage applicants to apply ahead of the deadline where possible in order to maximise notice for interviews.
- Initial interviews will be held virtually on Monday 17th and Tuesday 18th March
- Final, in-person interviews are expected to be held at our office on **Tuesday 25th March 2025**

The successful candidate will be required to undergo safer recruitment checks including a DBS check and reference checks.