



Job Title: Head of Operations – Get The Gen (Enterprise Directorate)

Role Reports To: Director of Enterprise

Job Family: 6

Salary: £50,000

Department: Enterprise Directorate

About the Enterprise Directorate:

Vision: To be the best collective portfolio of Social Enterprise brands in the UK.

Purpose: To generate income for Volunteering Matters (VM) and the wider family of brands whilst creating social impact.

Strategic aim: To utilise the collective expertise, assets and knowledge across VM's family of brands, to create customer led products/services that generate income to ultimately benefit the wider charity.

Our newly formed Enterprise Directorate is the entrepreneurial arm of Volunteering Matters which provides commercially viable products and services to a range of UK leading businesses. We currently have two established and distinct products and services; our Employee Volunteering Service and our separate Social Enterprise, Get The Gen. Our ambition is to grow both brands in terms of reach, clients and income and to add to our current portfolio of products and services as we grow.

Get The Gen (GTG): GTG is a training and consultancy Social Enterprise created to help businesses with issues around recruitment, retention and development of a multi-generational workforce starting from young people up. GTG use evidence-based insights to deliver immersive, interactive, and fast paced workshops online and in person that create lasting individual and group change. We are trusted by over 60 leading UK and Global businesses including; The Natwest Group, The Law Society of Scotland, KPMG, Brodies, Burness Paull, Skills Development Scotland and Aegon amongst others.

Role Purpose:

The Head of Operations for GTG is a leadership role which sits as part of the wider Enterprise Directorate team and reports to the Director of Enterprise. They will play a critical role in supporting our continued growth for GTG having full responsibility for the day to day operational running of the Social Enterprise.

Although part of a wider parent charity 'family of brands' at Volunteering Matters, GTG is very much an established and stand-alone business, so we are looking for someone with an entrepreneurial spirit that thinks commercially about how we can continue to grow our existing portfolio of products and services. We are looking for a self-starter, someone who can drive and lead on business development, whilst having the ability to organise and motivate our existing team to delivery our high end service to our business and corporate clients. This is an exciting opportunity to lead a growing and ambitious team.



Key Duties:

- Full responsibility for leading all operational aspects of GTG as a stand-alone Social Enterprise
- Develop annual budgets and report at board level against KPI's and income/expenditure targets
- Lead on all new business development to hit ambitious sales and growth targets year on year
- Lead on developing both existing and new business client relationships to help grow income
- Work collaboratively with the wider Enterprise Directorate functions to drive lead generation via cross sell and upsell opportunities
- Work closely with our dedicated Marketing Manager, to support the growth of the GTG brand and drive lead generation.
- Recruit, support and manage strong relationships with our team of self-employed associates who deliver GTG's training and consultancy services
- Encourage and manage all feedback channels to ensure the highest level and standards of delivery are maintained at all times
- Maintain a business model that sees GTG continually innovate our products and services
 - Listen to and be led by our client's needs in order to provide the best possible solution
- To lead in a way that encourages ongoing and continuous improvement in everything GTG does
- Be a leader who inspires, supports and motivates the GTG team
- Carry out all other duties as reasonably requested by your line- manager.

Experience/Skills and attributes:

- Experience of leading operations for businesses that have an ambitious growth strategy
- Proven excellent business development and relationship building skills
- Excellent strategic influencing, negotiating and communication skills
- Strategic thinker who is comfortable adapting between strategic development and 'hands-on' task implementation
- Experience of creating and reporting on business performance against agreed KPI's at board level
- An entrepreneurial spirit aligned with a strong sense of social purpose
- Ability to lead, establish and maintain positive working relationships both internally and externally
- Ability to be proactive in your approach and manage sometimes conflicting priorities in a fast pace, results driven environment
- Able to demonstrate core I.T. proficiency across platforms such as Microsoft 365/Teams, Excel, PowerPoint and Word.
- A leader who both influences and inspires the best out of all those around them

This job description is intended to include the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but while some variations will be expected, these will be at an appropriate level for the role.

**Location:**

The post is home based, and the post-holder can be based anywhere within the UK. The role requires reliable internet access. I.T. equipment and infrastructure will be supplied.

Post Covid-19 Travel to London & Edinburgh will be required.

Qualifications

Relevant experience and values alignment is more important for this role than specific qualifications.

Our Values & Way of Working:

Get The Gen as part of the wider Volunteering Matters family offer flexible working as a default and in all that we do, we embrace a philosophy of 'Freedom within a Framework' and are guided by our values;

- Empowering
- Inclusive
- Compassionate
- Positive
- Straightforward

Diversity & Inclusion:

Get The Gen as part of the wider Volunteering Matters family welcome all applicants and are keen to ensure our team reflects the diversity of the UK and the communities we serve. We would like to encourage applications from disabled, LGBT and Black, Asian and Minority Ethnic backgrounds.

Disability Confident & Reasonable Adjustments:

We guarantee to interview anyone with a disability whose application meets the minimum criteria for the role. Please provide evidence in your application, which demonstrates that you meet the level of competence required in the "Experience/Skills and attributes" section of this job description. To be considered for a guaranteed interview or to discuss any reasonable adjustments during the process, please state this in your application or contact join@volunteeringmatters.org.uk for more information.