Our growing charity needs a suitably experienced person to lead Creative Carbon Scotland's operational sustainability, efficiency and effectiveness whilst maintaining our creative and collaborative nature.

The senior operations manager is a new post created to help us deftly navigate an increased workload resulting from our work to support Creative Scotland’s Climate Emergency and Sustainability Plan and new initiatives stemming from COP26 in Glasgow in 2021.

We need a friendly and experienced multitasker with skills in administration, management, HR, IT, finance and fundraising.

Closing date for applications: 23:59, Sunday 10 July

**Senior operations manager** **– job description, person specification and application details**

**Job title:**  Senior operations manager

**Reports to:**  Director (Ben Twist)

**Salary:**  £35,000pa plus a contribution to a personal pension of 3% of salary

**Start date:**  1 November – or earlier if possible

**Contents**

[Introduction 1](#_Toc102066562)

[The senior operations manager role 2](#_Toc102066563)

[Creative Carbon Scotland employment approach 2](#_Toc102066564)

[Employment details 2](#_Toc102066565)

[Job description 3](#_Toc102066566)

[Person specification 5](#_Toc102066567)

[Application process 5](#_Toc102066568)

[Accessibility 6](#_Toc102066569)

[Equalities 6](#_Toc102066570)

[Data protection 6](#_Toc102066571)

# Introduction

Creative Carbon Scotland (CCS) believes in the power of the arts and culture to help achieve sustainability in Scotland and the world. The arts inspire, illuminate, communicate, educate, entertain and encourage new ways of thinking and shared experience – all attributes needed to tackle climate change. That’s why we support individuals and organisations in the arts and culture sector to be sustainable themselves and to lead and influence climate action through their creative work, including by collaborating with environmental experts and organisations working directly on climate change.

We are a nimble, positive, influential and growing charity in a dynamic field. We are experiencing great demand and enthusiasm for our work in carbon emissions reduction and climate change adaptation from both the cultural and the climate change sectors. Our founding partners are the Edinburgh Festivals, the Federation of Scottish Theatre, and the Scottish Contemporary Art Network. We receive significant long-term funding from Creative Scotland, the public body that supports the arts, screen and creative industries in Scotland.

We recently worked with Creative Scotland to help write its bold and ambitious [Climate Emergency and Sustainability Plan](https://www.creativescotland.com/__data/assets/pdf_file/0003/90444/Climate-Emergency-and-Sustainability-Plan.pdf), which places the creative and cultural sectors as key agents of change in the transformation to a sustainable Scotland. It will shape Creative Scotland’s funding, policy and work until 2045, and ours as well.

# The senior operations manager role

The senior operations manager – a new post in our team – will help us manage our own transformation as we double our staffing to respond to this increased demand for our work. Good administration is highly valued at CCS and the senior operations manager will take responsibility for all the administrative processes that enable an innovative and busy charity to run smoothly and allow the team to create and deliver their projects and work to the highest standard. The senior operations manager will work closely with the director to manage our growth and increase the diversity of knowledge, perspectives and backgrounds amongst our staff, board and partners to ensure richness and complexity in our thinking.

## Creative Carbon Scotland employment approach

CCS aims to be a friendly, collaborative employer where everyone in the team knows they are supported, valued and respected. All staff members contribute to discussion and decision making through weekly all-team meetings as well as in regular smaller programme meetings and one-to-ones with their line managers. Collaboration across the organisation and proposals for new developments are encouraged. Flexibility in working arrangements to suit staff members’ circumstances is the norm.

## Employment details

**Salary:** £35,000 pa, + 3% of salary in pension contributions

**Reports to:** Director (Ben Twist)

**Responsible for:** Communications manager, PR manager, administration officer

**Hours:** Full time. This means a 35-hour week with a degree of flexibility on both sides, as some evening and weekend work may be required and busy periods may call for extra hours, with time taken off in lieu during quieter periods.

**Flexible working and job sharing:** Creative Carbon Scotland welcomes proposals for flexible working or job-share, subject to the needs of the role being satisfactorily fulfilled.

**Holidays**: 20 days plus 10 public holidays per annum to be taken at times agreed with the line manager*.*

**Place of work**: CCS is based at City Chambers, High Street, Edinburgh, but hybrid working including home working and hot-desking in other office locations is the norm. Travel throughout Scotland may be required if government guidelines and personal health concerns permit.

**Contract and notice period:** This is to be a permanent contract. A probationary period of six months will apply following successful completion of which the full contract will be confirmed. The notice period is three months for both employer and employee.

**Equipment:** CCS is a BYOD (bring your own device) organisation. A laptop and mobile phone will be provided if required. Additional equipment will be provided in line with CCS policies if needed to support a healthy working-from-home workstation.

**Staff benefits:** CCS offers annual salary increments, a workplace pension scheme, a salary sacrifice scheme for bicycles and IT equipment, confidential access to mental health counselling, and a working from home heating & lighting allowance.

#

# Job description

The main purpose of the role is to:

* Lead on the operational sustainability, efficiency and effectiveness of Creative Carbon Scotland whilst maintaining the charity’s creative and collaborative nature as we navigate through a period of significant growth
* Deputise for the director in his absence

**Responsibilities:**

**Governance**

* Ensure that all regulatory and statutory obligations of CCS are met in good time and to a high standard
* Work with the convenor of CCS to ensure that the CCS Board of Trustees is effectively served with full and timely reports, effective meetings and good communications to enable it to fulfil its governance duties and responsibilities
* Oversee management of the risk register, ensuring all risks are captured and monitored and robust mitigation plans are in place
* With the director, develop, deliver and monitor progress on the organisational plan

**Human resources**

* Ensure that best practice is met in all operational areas and that effective policies are in place relating to equalities, diversity and inclusion (EDI), recruitment, working environment, health and safety, HR, health and wellbeing, staff handbooks, appraisals and training and development. Regularly monitor and review the effectiveness of such policies.
* Lead on recruitment for the organisation, including: overseeing the preparation of materials and running of fully accessible processes to ensure a strong and diverse range of candidates apply; overseeing effective and accessible interview and selection processes; carrying our analysis post-recruitment to improve our approach; preparing staff contracts; managing negotiations; overseeing the issuing of freelance contracts; and managing any work placements and internships.
* With the director, provide strong leadership and support to the whole of the staff team and work to ensure that CCS remains a welcoming, inspiring and attractive place to work.

**Administrative systems**

* Oversee the company’s operational functions, ensuring all systems are fit for purpose
* Provide line management to the administration officer to enable them to perform their role effectively
* Lead CCS’s green team and our work on EDI
* Lead the annual workplanning exercise for the whole team and drive continuous improvement in the way the organisation balances workload with aspirations, new project opportunities and wellbeing
* Convene weekly team meetings and lead monthly leadership team meetings
* Ensure that internal communications are effective
* Ensure that CCS’s IT systems and tools are appropriate and effective, relevant staff are well trained in their use and the necessary technical support is available when required
* Oversee the provision of office and meeting accommodation and working from home equipment and facilities as required

**Communications**

* Provide line management to the communications manager and PR manager to enable them to perform their roles effectively
* Represent CCS in meetings with key external parties and other fora as required

**Funding and fundraising**

* Work with the director and relevant staff in developing, implementing and monitoring progress against an effective fundraising strategy to provide CCS with the resources to meet its aims
* With the director, maintain strong relationships with core funders including Creative Scotland and the Scottish Government
* Ensure that reporting to all funders is completed effectively and in good time

**Finance**

* Oversee CCS’s financial administration, demonstrating excellent budgetary control procedures and ensuring that financial disciplines are adhered to, and the organisation meets all legal obligations
* With the director, draw up regular budget and cash flow projections
* Oversee the annual audit process and co-ordinate preparation of the Trustees’ Annual Report and Accounts
* Ensure the organisation’s financial systems, controls and policies are fit for purpose and adhered to
* Oversee the production of timely and accurate financial reports
* Oversee the cash flow to ensure CCS has adequate funds to meet its day-to-day operational obligations and its long-term aspirations
* Develop reporting and forecasting mechanisms that enable the leadership team to anticipate potential shortcomings and recommend corrective actions as appropriate

**Other**

* Other relevant duties as requested by the director or the trustees
* Deputise for the director in his absence

# Person specification

**Essential characteristics**

1. Management skills, with experience of working in a management capacity, including a period of line management and leading a team
2. Experience of HR processes including a commitment to maximising EDI and staff development
3. Experience of creating and updating effective administrative processes
4. Knowledge of relevant administrative and other IT systems and their application in an SME
5. Experience of fundraising including building and maintaining relationships with public and private funders
6. Financial management skills, including managing budgets and preparing clear and complete reports
7. Excellent verbal and written communication and presentation skills
8. Attention to detail and a commitment to the highest standards in all work
9. Flair and imagination

**Desirable characteristics**

1. Knowledge of the cultural sector and/or climate change, particularly in relation to Scotland
2. Experience of working in an SME in the charitable sector

Application process

The application process is as follows:

1. Applications must be made through the [website](https://www.creativecarbonscotland.com/senior-ops-manager/) unless you have difficulty accessing or using the website (see **Accessibility** below).
2. Please study the **job description** and **person specification** closely and ensure that you demonstrate clearly in the application form how your skills and experience meet them.
3. Complete the online application form andthe separate anonymous online [Equality Monitoring Survey](https://www.surveymonkey.com/r/HSJNL6Q) by 23:59 on Sunday 10 July 2022.
4. Confirm on the application form that you have completed the Equality Monitoring Survey. The survey is anonymous and the information provided will not affect your application in any way.

Once you submit your application through the online form you will receive an automated acknowledgement of receipt (please contact us if you don’t get this). By 14 July shortlisted candidates will be invited by email to interview. Interviews will be held virtually via MSTeams on 18 July, with second interviews, which may be held in person, on 22 July.

All shortlisted candidates will be provided with additional information about CCS and invited to supply a CV before their interview. Candidates will be asked to deliver a short presentation as part of the interview.

Once the appointment has been made, we will offer feedback to all applicants by email, in early August.

**In summary, the anticipated schedule is:**

Application deadline: 23:59 (BST), Sunday 10 July 2022

Invitation to interview: Issued to those on the shortlist by Thursday 14 July via email

Interviews: Virtually via MS Teams on 18 July; second interviews (potentially in person) on 22 July

Feedback: Offered to all applicants via email from early August

**Accessibility, equalities and data protection**

CCS wants to increase the diversity of our team so that people with a range of views and experiences contribute to our thinking. Before we pass your application to our recruitment panel we will remove your personal data to help them avoid bias during the shortlisting process.

## Accessibility

Applications will only be accepted via the [[application form](https://www.creativecarbonscotland.com/finance-and-operations-director/)](https://www.creativecarbonscotland.com/senior-ops-manager/#_apply) on our website, but we are happy to make alternative arrangements if you have any problems in using the site (for example, if you are experiencing digital exclusion or have specific accessibility requirements). If we can help you with this please write to*alexis.woolley@creativecarbonscotland.com*or phone/text 07976 210288 to seek assistance in good time before the closing date of 10 July. Note that Alexis works Tuesdays to Thursdays and may not reply on other days. Your interactions with us on accessibility will remain confidential and will not be shared with the recruitment panel.

## **Equalities**

Creative Carbon Scotland promotes a diverse and inclusive working environment. We welcome applications from everyone with suitable skills and experience and we will make reasonable adjustments where necessary to enable people with particular needs or requirements to work with us. Please read our [Equalities policy and Safe Working Statement](https://www.creativecarbonscotland.com/about/policies-documents/), and remember to complete our [Equality Monitoring Survey](https://www.surveymonkey.com/r/HSJNL6Q).

## Data protection

We will only use the personal data you provide in your application for the purpose of completing this recruitment process. All records created during the course of this process will be permanently deleted once the appointee is under contract. For more information on how we handle your data, take a look at our Data Protection and Information Security policy.