

# BUILD RAISE INSPIRE TOGETHER

## Job Description and Person Specification – Freelance Operations Consultant

<b>Role:</b> Freelance Operations Consultant working with and reporting to interim CEO
<b>Location:</b> Edinburgh or Glasgow (or nearby). You will be invited to work from our working space one day per week, with the option to co-work more often
<b>Contract length:</b> 4 month freelance consultant contract
<b>Hours:</b> up to 35 hours per week on a flexible basis according to role requirements, plus occasional weekend and evening work
<b>Role Accessibility:</b> This role requires frequent travel and use of your own vehicle
<b>Pay:</b> up to £16,000 (DoE) for duration of contract, invoicing periods to be agreed
<b>Closing date:</b> 25 March 2024 with rolling interviews
<b>Start date:</b> May 2024 (to be agreed)

### Job Description

As a freelance operations consultant at Tiny Changes, you will support the interim CEO with the management of all charity and day to day operational activities, continuing the development of the charity in line with organisational objectives and strategic direction. Working closely with our small team, you will contribute to the overall direction of charity-wide operations. Supporting the management of co-production (youth lead projects), fundraising, human resources, health and safety and equality diversity and inclusion, to ensure our processes are up to date, compliant, meet the overall needs of the organisation and reflect our values. [Read more about our strategy here.](#)

Key responsibilities of this post are detailed in the table below:

Strategic Leadership and Financial Management
<ul style="list-style-type: none"> <li>• Support in delivering the strategic plan with Tiny Changes leadership team.</li> <li>• Support the delivery of operational and business plans - e.g. engagement, fundraising, sales plans - and budgets.</li> <li>• Support the management of all aspects of operations, ensuring seamless functioning and continuous improvement.</li> <li>• Drive and set clear targets and goals underneath the strategic plan, driving operational excellence.</li> <li>• Support with project management and oversee large fundraising and community projects that fit with the strategic plan, increasing the charity's income.</li> <li>• Support in monitoring and evaluating strategic and operational KPIs.</li> <li>• Support in monitoring expenditure, review financial reports and develop current financial processes.</li> </ul>
Stakeholder Engagement

- Cultivate meaningful relationships with external stakeholders, including donors, partners, suppliers and community.
- Effectively communicate the impact and importance of Tiny Changes youth led projects and strategic plans with all stakeholders.
- Represent Tiny Changes at relevant meetings, events, and conferences.
- Manage relationships and contracts with external stakeholders.

#### Compliance and Health and Safety

- Support the management of charity compliance with legislation, regulation, contracts, and GDPR, ensuring necessary changes or new processes and procedures are suggested and implemented across all functions in line with charity culture and principles.

#### Human Resources/Team Management

- Support the leadership team to lead a brave, honest, kind and hopeful team, cultivating a collaborative and inclusive work environment where individuals excel solo and as a team.
- Support recruitment, implementation and management of any staff, trustees, suppliers, partners, volunteers and consultants.
- Provide HR support where required.

### Person Specification

You will uphold and represent Tiny Changes purpose, vision, values and mission in a personal and professional capacity. We are looking for someone who has a genuine commitment and enthusiasm to progress the work of Tiny Changes and our current goals.

### Our Goals

- raise awareness about children and young people's mental health issues
- advance understanding of the root causes of mental ill health and support innovation in the design and delivery of mental health services to children and young people
- support and promote initiatives that provide help to children and young people impacted by mental health problems, their families, and carers
- provide a voice to children and young people who have been affected by mental health issues to influence mental health policy and practice

### Our Values

**Hopeful** - We want to create a new narrative around mental health. Positive stories of support and invaluable lived experience that can give comfort to those who need it most. There is a fine line between the light and the dark and sharing a message of hope can be empowering for our community.

**Brave** - We are willing to take risks in supporting forward-thinking and creative ideas. We are committed, we demand and we are determined to make change. We are not afraid to stand up for our community and fight for real change. We will stand side by side and prove that better is possible.

**Honest** - We don't have all the answers, but we are optimistic, determined and ready to learn. We will be open and transparent with our journey, adapting to our communities needs and celebrating progress over perfection.

**Help young minds feel better.**

**TINY  
CHANGES**

Kind - We care. We listen. We ask. We encourage and support anyone to raise their voice. We learn from each other, teach each other and forgive each other. Compassion, empathy and understanding are all key to reducing stigma and starting important conversations.

What will you bring to Tiny Changes?

We are looking for applicants with the following characteristics:

1. Share our vision and values - we are Hopeful, Brave, Honest and Kind
2. Have knowledge of or interest in mental health issues affecting children and young people in Scotland
3. Active listener, equalities driven and self-reflective

It is **essential** that the person taking up this role has the following experience and skills

- ✓ Experience in operations management or consultancy role (employment or freelance)
- ✓ Experience in or consulting on leadership roles within the third sector
- ✓ Experience in HR and people management
- ✓ Experience in developing, delivering and monitoring strategic and operational plans
- ✓ Experience in community and youth led mobilisation or coproduction
- ✓ Experience developing, implementing or managing monitoring and evaluation frameworks
- ✓ Experience in strategic fundraising, including mass fundraising campaigns and Trusts and Foundations

The following experience and skills are **desired** but not essential

- ✓ Experience in grantmaking as either awardee/applicant or as part of team, project or department managing grantmaking
- ✓ Experience working in schools or other educational settings
- ✓ Experience in a mental health setting

All of the criteria above will be assessed using the methods below

1. Application Form
2. Interview and short presentation

Additional evidence can apply to all criteria.

Help young minds feel better.