



Head of Operations

- Full time: Glasgow 37.5 hours per week (part-time arrangements are possible)
- Location: Glasgow
- Salary: Grade 6: From £45,103.49 per annum
- Closing date - Sunday 30th June - midnight

Role

Help us to achieve our vision

Are you ready to make a difference in the lives of others? This is your chance to join a charity passionate about changing lives through cycling.

At Bike for Good, we believe that cycling is the most effective and sustainable form of transport and enhances our chances for a healthy life and environment. This is our mission. We enable people to ride bikes.

We are looking for an experienced leader who can lead Bike for Good's strategic direction and operational performance. You will have the chance to shape and deliver a refreshed operation and lead an exciting strategy. We are looking for someone who shares our values and passion; these are important to us.

Whether fixing a bike, teaching cycle training skills, or simply giving advice, you will be part of a team that plays a vital role in helping individuals live their best lives. Join us today, help us review and develop programs, and participate in something truly inspirational.

At Bike for Good, we partner with the community to create innovative solutions to achieve our vision of a healthy and inclusive environment where everyone benefits from more people cycling. We'd like you to improve our processes and create a more inclusive workplace that attracts and retains talented women passionate about cycling and positively impacting the community.

You Job

Key Responsibilities

- Endorse and act by the values of Bike for Good.
- Champion and lead Bike for Good's operations and act as the main point of contact for the CEO.
- Develop and adhere to strategic annual operational plans and associated budgets.
- Provide leadership to a Department Leads (direct reports) team and the wider team. Offer support to direct reports through regular supervision sessions.
- Develop and implement strategies to ensure efficient operations that meet or exceed company KPIs in areas like production output, cost control, and customer satisfaction.
- Improve operational processes and procedures at all levels.
- Responsible for Bike for Good's facilities management and assets.
- Implement the Health & Safety advice provided by Peninsula H&S.

Main operational duties

- Monthly meetings with direct reports to staff, peer meetings, and planning meetings.
- Ensure that communication with all direct reports is encouraged and supported to provide opportunities for peer support and learning.
- Review operational budgets and financial reporting delivered by the Finance and HR Manager.
- Identify and implement opportunities to improve the efficiency and effectiveness of the charity's operations and identify potential risks.
- Ensure that all roles are clearly defined and staff operate to a high level of good practice and performance.
- Provide robust reports for key stakeholders, including Bike for Good's Board and key stakeholders.
- Provide inclusive leadership that builds on fellow employees' assets and actively includes their opinions in decision-making.
- Identify areas for continual improvement, performance and growth of the Bike for Good's services.
- Develop, implement, and streamline relevant policies and procedures.
- Monitor and track service and customer satisfaction delivery metrics to identify areas for further improvement.

Your skills and experience

Key Skills

- Process Optimisation Expert: Prioritise effectively, manage resources and timelines, and meticulously plan and execute the implementation process, ensuring everything stays on track and within budget.
- Leadership skills: Ability to motivate staff and volunteers with the personal drive and energy to achieve this.
- Advocacy skills: Ability to effectively promote the aims and outcomes of Bike for Good to relevant stakeholders.
- Excellent interpersonal skills: Ability to build relationships with various people, from staff members to Board Members and opinion formers.
- Financial acumen: Ability to set and effectively manage a organisation finances.
- Computer literate in Google Workspaces and other digital tools
- Proactive self-starter, able to work unsupervised within agreed timeframes.

Experience

- Required:
 - Proven experience in operations and project management demonstrated through successfully delivering projects within budget and timeframe.
 - Driving continuous quality and performance improvements and using quality assurance systems, including service user participation to improve services.
 - Strong understanding of human resource principles and practices, with experience in recruitment, onboarding, and performance management.
 - Experience working in a fast-paced, dynamic environment with adaptability and problem-solving skills.
 - Implementing, managing, and evaluating change in a collaborative and sensitive way.
 - Knowledge of risk management strategies and practices.
- Desired:
 - Experience within the charity/non-profit sector and familiarity with its unique challenges and opportunities.
 - A passionate commitment to diversity, equity, and inclusion, with experience working with and advocating for underrepresented groups.

Our values

Passionate – We are passionate about **cycling** as a tool for positive change.

Supportive – We work at the heart of communities, empowering people and building partnerships. To make this happen, we nurture a collaborative work environment.

Environmentally aware – We protect and preserve the environment for the benefit of all.

Expertise – We continuously develop our skills and share them with our volunteers and staff and throughout the community.

Diversity

Although we have always been aware of the critical role Bike for Good plays in ensuring cycling is diverse and inclusive, we made this a top priority for the charity in 2020.

We are still in the early stages of our diversity and inclusion journey. We are committed to ensuring equality, diversity, and inclusion are ingrained within everything we do – both as an organisation and a service provider.

We seek applications from women and individuals from underrepresented groups who are passionate about making a difference in our industry. Your unique perspectives and experiences will be invaluable as we strive to create a more inclusive and equitable workplace. We are committed to providing an environment where everyone can thrive and reach their full potential.

Bike for Good's benefits:

- A generous salary of £45,103.49
- Enhanced annual allowance of 37 days per year
- Company contribution pension scheme.
- Trade costs on our product and services
- National shopping discounts scheme.
- Cycle to work scheme.
- 24/7 employee assistance programme, including a free counselling service.