



Head of Operations - Job Description

Job Title:	Head of Operations
Reports to:	CEO
Position within Structure:	Senior Leadership Team (SLT)
Salary:	47,000
Work Location:	Hybrid: on agreement including home working and from Greyfriars Charteris Centre, 138-140 Pleasance, EDINBURGH, EH8 9RR
Travel requirements:	Throughout Scotland with occasional UK travel
Contract Type:	35 hours; 6 months probationary period 2 months notice period

	ACOSVO Overview – Job Purpose
ACOSVO Vision	Our vision is that voluntary sector leadership in Scotland is influential, resilient and trusted.
ACOSVO Aims	<p><i>Voice</i></p> <p>We will advocate with, and for, voluntary sector leaders so the sector can make its full contribution to Scotland's future.</p> <p><i>Challenge</i></p> <p>We will support leaders to have the skill and confidence to hold the hard conversations that are needed to make the changes we seek for Scotland.</p> <p><i>Change</i></p> <p>We will work with leaders to drive innovation to deliver a fair, inclusive, diverse and sustainable Scotland.</p>

ACOSVO Staff Values	Courageous Authentic Open to challenge Collaborative Inclusive
Job Purpose	<ol style="list-style-type: none"> 1. As a member of the Senior Leadership Team and directed by the CEO ensure the ACOSVO Strategic Plan is delivered 2. Lead on operational planning, processes, supporting the development of key performance indicators and financial plans and overseeing the monitoring and reporting of progress across the organisation 3. Oversee and develop ACOSVO operations including HR, Health and Safety, GDPR, Financial Management and Digital 4. Lead responsibility for Membership and Member Services including growth and member satisfaction 5. Work collaboratively with the Senior Leadership Team to ensure optimum management and effective leadership

Job Purpose	Job Responsibilities
1	<ul style="list-style-type: none"> • Support the delivery of the ACOSVO Strategic Plan, achieving targets and outcomes in line with the strategy vision and objectives • Develop, deliver & manage plans, programmes, processes and procedures to ensure outcome achievement, enhance reputation and grow membership • Champion a culture of excellence that focuses on outcomes, maximises use of resources, is collaborative & actively promotes ACOSVO values & ethos • Ensure continuous improvement and performance measurement; organisational efficiency; whilst ensuring outcomes are achieved • To report regularly to the Chief Executive on strategic progress, and may be required to present to the ACOSVO Board. • Inspire, motivate and support others, working collaboratively to achieve ACOSVO's mission and vision • Identify participative and creative ways of involving stakeholders in the delivery of the Strategic Plan, remaining abreast of changes in the external context and environment to identify trends, innovations and improvements that could impact service provision.

2	<ul style="list-style-type: none"> • Ownership and oversight of the operating plan, to ensure delivery of the ACOSVO Strategic objectives and instill a sense of collaboration, common goals and working together across the organisation to achieve success • Day to day liaison with Senior Leadership team to ensure smooth operation of the organisation and progress towards goals • Ensure effective systems and processes to deliver objectives and monitor the success of the operational plan including KPI's • Develop and implement a Monitoring and Evaluation Framework to demonstrate the impact of ACOSVO's work • Develop and implement the ACOSVO Finance and Resource Plan to support the delivery of the ACOSVO Strategic Plan • Data and systems management, streamline processes optimising resource utilisation to support knowledge, trend identification, improvement and innovation • Embed a positive culture across the organisation of generating income and being more commercially aware while staying true to our values
3	<ul style="list-style-type: none"> • Lead on HR including resource planning and learning and development to ensure effective implementation of the ACOSVO Strategy • Lead on business planning and service development, ensuring that new initiatives are effectively implemented and align with ACOSVO Strategy • Oversight of Finance and Governance ensuring regulatory requirements are met including commissioning/tendering for suppliers • Ensure all risk assessments and operational policies and processes are kept up to date and fit for purpose, are regularly reviewed by the Board and are compliant with all relevant legal and regulatory developments including GDPR and Health and Safety • Lead on the development and implementation of a new Digital Plan ensuring that we are using technology effectively to help ACOSVO operate more efficiently, engage with members, and compete in the digital world

4	<ul style="list-style-type: none"> • Provide strategic leadership to develop and grow our membership meeting growth and income targets • Oversee the development of member services to deliver member satisfaction, increased segmentation and income generation • Support the Head of Communications and Events to increase member engagement and work with staff to ensure our members' voices are at the centre of everything we do
5	<p>As part of the Senior Leadership Team</p> <ul style="list-style-type: none"> • Deputise for CEO • Act as an ambassador for ACOSVO • Provide and oversee line management in a way that maximises people's potential, makes best use of their skills, embodies ACOSVO core values ensuring optimum use of resources • Manage delegated budgets making best use of resources, minimising costs to achieve strategic/operational plans • Explore new opportunities to develop our activities to generate income and secure funding to progress the implementation of the strategic plan including project funding • Work with the Senior Leadership team to implement our Strategic Partner Framework to enhance our delivery and generate income • Show genuine care and concern for colleagues, responding to their needs in an appropriate and timely manner • Establish regular, effective methods of communication across team ACOSVO to ensure collective problem-solving and decision-making • Ensure Team ACOSVO are focused on membership, improve member experience to ensure their needs are always ACOSVO's primary focus; ensure swift resolution of issues; be innovative & adaptive to member needs in way that enhances ACOSVO's reputation • Pro-actively contribute as a member of the Senior Leadership team ensuring consistent, effective, cohesive leadership and decision making • Promote equal opportunities & anti-discriminatory practice at all levels within the organisation • Maintain & upgrade professional knowledge & practice through relevant training/research

	<ul style="list-style-type: none">• Lead by example, consistently role modelling positive attitude & ACOSVO's core values, whilst setting the standard in terms of tone & behavior; manage ethos of continuous improvement to stakeholders• Represent ACOSVO at appropriate meetings and events, enhance effective working relationships, internally and externally and contribute to the development and management of stakeholder relationships.
--	---

Person Specification

Essential	
Education & qualifications	Educated to degree level or equivalent
Experience & Characteristics	<p>At least 3 years of successful leadership in an operations management function</p> <p>Proven experience in developing and delivering cross organisational operational planning processes</p> <p>Excellent understanding of ICT and evolving technology</p> <p>Experience of developing and implementing strategy for all aspects of operational activity, including HR, Health and Safety, finance and GDPR, and ensuring compliance with legal, regulatory, and managing risk</p> <p>Proven track-record in implementing organisational change and a good understanding of the importance of data & analysis to drive continuous improvement</p> <p>Skilled at building and developing relationships</p> <p>Commitment to Equality, Diversity and Inclusion</p> <p>Experience of team, staff and volunteer management</p> <p>Ability to work under pressure, committed, determined, enthusiastic and analytical</p> <p>Demonstrates honesty and integrity in actions</p>
Management & Experience	<p>Use of own initiative and ability to work in a self-directed manner</p> <p>Experienced at managing projects, processes and people to achieve goals</p> <p>Excellent attention to detail while also keeping an eye on the bigger picture and ability to work to strict deadlines</p> <p>Strong leadership and management skills and the ability to think strategically leading people to achieve a outcomes and targets</p> <p>Experience of team, staff and volunteer management</p>
Sector Experience	<p>Significant experience working in a voluntary/public/private sector delivery organisation</p> <p>Knowledge and understanding of the voluntary sector including challenges and opportunities</p>

Leadership Knowledge	Knowledge and understanding of leadership and management theory and practice
Membership Knowledge	Awareness of the challenges and opportunities of membership organisations and importance of member engagement
Financial Experience	<p>High level of financial literacy and proven experience of financial management, processes and planning</p> <p>Understanding and experience of analysing financial accounts, budgets and forecasting</p> <p>Commercially driven</p>
Technical Knowledge	Project management, data management and analysis, systems and process management, logistics, collaboration and decision making
IT/Systems Knowledge	<p>Strong IT and systems skills, including CRM, cyber security, administering diverse operating systems like Windows and databases</p> <p>Knowledge of AI and automation</p>
Communicating & Influencing	<p>Outstanding written communication and ability to adapt style/content for a range of channels and audiences</p> <p>Excellent interpersonal skills including demonstrated ability to liaise and communicate with colleagues internally and externally at a senior level</p> <p>Confidence and experience influencing, communicating and managing stakeholder relationships</p>
Planning & Organising	<p>Excellent planning, organisational and prioritisation skills</p> <p>The ability to manage projects simultaneously, troubleshooting to meet deadlines with emphasis on delivery of high impact results</p>
Analysis & Problem Solving	<p>Ability to analysis a range of data from different sources</p> <p>Knowledge and understanding of different data collection techniques</p> <p>Proactive at problem solving seeking guidance and expert advice when required</p> <p>Experience of Monitoring and Evaluation and demonstrating impact</p>
Desirable	<p>Post Graduate/Masters level qualification and / or evidence of good levels of continuous professional development</p> <p>Delivering personalisation and segmentation</p> <p>Strong commercial background</p>

	Experience of digital transformation
--	--------------------------------------