

JOB DESCRIPTION

1. JOB DETAILS

Job Title	:	Head of Operations and Finance
Reporting to	:	Chief Executive
Status	:	Full-time, permanent (pro-rata 3 or 4 days per week will be considered)
Salary / Grade	:	£60,000 or more for an exceptional candidate
Location	:	New Local operates a 'work anywhere' policy but provides office workspace in London for those who require it. Applicants must have the right to work in the UK and be resident in the UK.

2. PURPOSE OF JOB

- To oversee the effective and compliant running of New Local's operations, finance, HR, governance and processes.
 - To play an active role in the leadership team and work closely with the Chief Executive and Chair to ensure systems and policies are in place that support the diverse activity we undertake.
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3. KEY TASKS/RESPONSIBILITIES

- Responsibility for the overall operational effectiveness of New Local, ensuring we have systems, administration and procedures in place to enable the smooth day-to-day running of the organisation.
 - Responsibility for financial oversight including setting and managing budgets, forecasting and reporting. Line management of our finance officer and lead relationship manager with our external accountant, to ensure effective financial systems and processes are in place, effective and compliant.
 - Support our effective commercial practice, including supporting business development within teams, developing an entrepreneurial mindset and informing how we engage with partners.
 - Play an active role in New Local's leadership team, taking collective accountability for the overall organisational, financial and cultural health of the organisation.
 - Manage our governance processes with our Board of Directors, working closely with the Chair and Chief Executive to ensure good board practice.
 - Oversee HR systems and policies across the organisation of 15 staff, including working with our nominated HR company to ensure all policies are in place and fit for purpose, compliant and oversee recruitment processes for staff and Board Members.
 - Oversee New Local's hybrid working arrangements, including being the link for temporary office space and supporting the process of evolving ways of working.
 - Model and promote a culture throughout New Local that is focused on our core values: being purposeful, adventurous, supportive and delivering excellence. To take a lead in identifying new ways to support dynamic and cutting-edge organisational practice.
 - Undertake any other duties, which may be required and are commensurate with the responsibilities of the post.
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4. PERSON SPECIFICATION: KNOWLEDGE AND SKILLS REQUIRED (*E: Essential; D: Desirable*)

- Experience of managing, developing and implementing organisational processes and systems. **E**
 - Strong understanding and experience of financial principles and practice, including budgeting, forecasting, supporting business development and financial reporting. **E**
 - Understanding of HR practice, policies and processes, either through direct experience or oversight in a leadership role. **E**
 - Experience of being part of a senior management team, including the ability to plan strategically and contribute to the strategic direction of the organisation. **E**
 - Understanding of how to apply sound operational practice to a creative and values-led organisation which works flexibly and adaptively. **E**
 - A highly supportive and collaborative leader and team player that is committed to creating a positive, friendly and kind organisational culture. **E**
 - Experience of working with a Board. **E**
 - Experience of effectively line managing and coaching colleagues. **E**
 - The ability to work flexibly and adaptively to a variety of different and sometimes competing organisational priorities. **E**
 - Experience of working in a not-for-profit social purpose organisation. **D**
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5. NATURE AND SCOPE

New Local is a think tank and network working to transform public services and empower communities. We publish research, lead peer learning within our network of 50-plus local authorities, influence government and work directly with public sector organisations. We support local practice and make connections with national policy, catalysing innovation and new ways of working in the context of rising demand, constrained funding and declining trust. The greater the pressures on the system, the more important it is to learn, share and pioneer effective responses to complex challenges – and New Local plays a unique role.

At the heart of our work is ‘community power’ - the principle that communities themselves have strong insights into their own circumstances and should be able to participate in shaping the places they live in and the services they use. We believe that active, empowered communities should be at the heart of a wider shift towards place-based public services and a system focused on prevention, which can lead to better outcomes and a more sustainable system for all.

As a small organisation of 15 team members, we aim to have big external impact. We are seeking a Head of Operations and Finance, which is an essential role to ensure we have the organisational foundations in place to support our wide-ranging activity and projects. This is an exciting opportunity to work at the heart of a dynamic organisation with big ambitions and to support our team to thrive.

In this role, you will oversee our systems and procedures to ensure our good operating practice and overall organisational health – including our administration, HR and recruitment. You will take a lead financial oversight role across the organisation, including managing accounts, setting budgets and supporting business development with the Chief Executive and team leads. You will also work closely with our Chair to ensure good governance arrangements and effective board reporting and oversight. As part of the leadership team you will contribute directly to shaping the overall strategic direction of the organisation and identify new methods that we could adopt to improve how we work together.

Our team is inclusive and collaborative - we make every effort to live up to our four core values of being purposeful, adventurous, supportive towards colleagues and partners, and delivering excellence. This role will play a key part in ensuring we are working in ways that embody these values, and seek to continually improve our practice and procedures.

Diversity: New Local is committed to being an equal opportunities employer. We don't just 'value diversity', we think it is central to what makes for a high impact, successful organisation. We positively encourage everyone to apply. As such, New Local recruits, employs, trains, compensates and promotes regardless of age, disability, sex, gender, sexuality, race, national origin, marital status, parental status, religion or belief.

Leave and working hours: We operate a highly flexible policy on working hours and leave. New Local's team core working hours are 10am to 4pm but around this, staff are trusted to determine their own working hours and leave consummate with the fulfilment of their job goals to the highest level of excellence. To ensure well-being, New Local staff are expected to take a minimum of 27 days' leave each year (pro rata for PT staff) and work no more than 35 hours a week. New Local employees also receive ten days leave over the Christmas and New Year period. We operate an unlimited leave policy meaning employees are free to take leave beyond their leave allocation as long as it does not interfere with their ability to do their job to the highest standards.

Location: Applications are welcome from candidates no matter where they live in the UK. We operate a 'work anywhere' policy meaning employees can choose to work at home or at any other location that enables them to do their job to the highest standards. New Local provides office space in London for those who wish to use it. We meet as a team in person regularly in central London and team members are expected to attend this.

Flexible working: We are happy to discuss highly flexible working arrangements.

Well-being: New Local is extremely committed to staff well-being. Working long and late hours is actively discouraged and all staff at New Local are very strongly committed to creating a pleasant, friendly and supportive environment in which to work. Employees complete a weekly and more detailed biannual well-being survey to allow monitoring of general well-being in the team.

Health scheme: Employees can join the New Local health insurance and employee assistance scheme. The subscription to the scheme is paid for by New Local.

Family Friendly leave: New Local offers a range of enhanced parental and family friendly leave.

Pension: New Local will contribute 5% to the New Local group personal pension scheme. This benefit cannot be substituted for any other benefit. We operate a salary sacrifice scheme for pension contributions.

Probation and notice: This role is subject to a six-month probationary period and a three-month notice period.

This job description is not exhaustive and is liable to review following discussion with the job holder. The post-holder will be expected to undertake any other reasonable duties as requested by their line manager and commensurate with their job grade.