

JOB TITLE (LOCATION)	HEAD OF OPERATIONS (HAMMERSMITH, LONDON)
SALARY AND BAND	BAND 8B (£72,479 – £77,768 INC. THE LONDON WEIGHTING)
ANNUAL LEAVE	27 DAYS PLUS 8 BANK HOLIDAYS FOR FULL-TIME HOURS
REPORTS TO	CHIEF OPERATING OFFICER
DIRECT REPORTS	OPERATIONS COORDINATOR

ABOUT MAGGIE'S

We provide free cancer support and information in our specially designed centres across the UK and online. Working alongside NHS hospitals, Maggie's centres are staffed by expert Cancer Support Specialists, Psychologists and Benefits Advisors, helping people to take back control when cancer turns life upside down.

Our long-term ambition is to be there for everyone with cancer in the UK at all 60 cancer centre sites to ensure that there is no-one living with cancer who is unable to access the expert psychological and information support that they so desperately need to live the best quality of life possible. The next five years brings us over the halfway mark to achieving this goal.

ABOUT THE POST HOLDER

You will have considerable experience of operations management and the ability to lead multiple projects across a variety of operational functions. You will bring solid experience of managing a robust Health & Safety programme across multiple sites. You will have sound experience of evolving and monitoring operational risk frameworks and making operational improvements.

Your experience of preparing, managing and reforecasting budgets and organisational activity will assist you to monitor, measure and report on operational efficiency, opportunities, and development plans. As well as excellent communication and relationship building skills you will have excellent analytical skills and possess a good understanding of IT systems and networks, and digital tools.

You will have broad knowledge and understanding of the characteristics of effective governance, including effective methodologies for evaluation, growth and delivering organisational performance against key indicators.

Your capability to co-ordinate, influence and appropriately challenge colleagues at all levels will be key to achieving delivery of time-specific and demanding projects.

ABOUT THE ROLE

The role is responsible for supporting the Chief Operating Officer (COO) to ensure appropriate operational oversight and risk mitigation controls are in place and will lead implementation and monitor compliance across the organisation. With a focus on operational governance and assurance, the post holder will ensure that robust risk management procedures are in place (and implemented) across key business processes such as Health & Safety and GDPR. The role will also deputise for the Data Protection Officer

You will support the COO to manage the key processes for business planning and maintaining organisation wide policies.

The role will build strong, influential relationships with key stakeholders and support the COO to ensure operations are fit for purpose for a growing multi-site organisation and will monitor performance against key targets and strategy to ensure that we are operating in line with objectives.

The role will also lead process improvement and efficiency in business operations and support the COO to develop a culture where everyone has an understanding and the skills to deliver their roles.

Occasional requirement to work unsocial hours and undertake some travel within the UK.

Key Responsibilities

- Lead and implement operational governance and assurance projects as determined by COO.
- Lead the implementation of the organisation's sustainability strategy.
- Support the COO with managing and improving operational systems, processes, and policies; specifically, to support better management reporting, information flow, risk management, business process and planning.
- Lead on ensuring compliance with legislation, regulation, contracts, GDPR etc. and put in place processes to monitor against these and ensure that necessary changes or new processes/procedures are implemented effectively and in line with culture and principles.
- Ensure that appropriate training is in place for all areas of compliance across Maggie's.
- Responsible for ensuring that health and safety requirements are in place, monitored and met across all functions taking appropriate action to address any identified risks.
- Oversee and evolve the risk management framework and assurance to make sure appropriate controls are in place and monitored to mitigate risk to the organisation.
- Responsible for ensuring organisational wide compliance policies are reviewed, updated and communicated at least annually and in line with legislation.
- Work with the finance business partner for operations to forecast and plan budgets.
- Oversee day to day management of the organisational risk register; including responsibility for ensuring that risk assessments are completed, and any required measures actioned.
- Lead on complaints and incident reporting, analysis, and implementation of learnings.
- Responsible for the review and management of utilities contracts, running costs, energy performance and sustainability of all Maggie's sites.
- Manage all leases, ensure terms are met, noting the expiration date, and negotiating extensions well before the lease ends.
- Support COO with the development of strategic business proposals and co-ordination of papers/reports for Executive and Board meetings
- Responsible for maintaining the Directors handbook, reviewing annually.
- Oversee and coordinate annual organisational assurance plan, including monitoring, analysing, and reporting of learnings and outcomes to inform future strategy.

Essential skills and experience

- At least 5 years' experience of operations management across multiple sites, ideally in a healthcare setting
- Experience in writing reports for senior leadership to support informed decisions.
- Strong data analysis and interpretation skills
- Experience of process and policy development and improvement leading to operational and financial efficiencies
- Experience of establishing and managing risk management frameworks
- Experience of establishing, implementation and monitoring of quality assurance programmes and quality controls
- Good understanding of legal requirements and OSCR; charity commission. Experience of managing contracts, SLAs etc.
- Experience of monitoring compliance and implementing appropriate frameworks
- Ability to review, analyse and report on high volumes of information.
- Experience of managing cross-organisational projects to deliver improvements.
- Ability to analyse complex issues, develop workable solutions and present business cases to support strategic plans.
- Able to work under pressure, to meet tight deadlines for conflicting demands and sit comfortably with the responsibility for compliance across the whole organisation.
- Experience of managing multiple stakeholders (internal/external), multi-tasking, prioritisation
- Excellent communicator; strong influencing and negotiating skills; confident presenter.