

## **Twentieth Century Society**

### **Head of Operations - Operations Manager**

#### **Job Description**

##### Purpose of Job

1. To support the Trustees and the Director in delivering the Society's objectives through the efficient operational, financial and administrative functioning of the Society, including day to day financial and accounting administration, staff support and management of volunteers and the maintenance of efficient and effective IT systems and databases.
2. To provide efficient, effective and responsive support to the membership of the Society and its Regional Groups in conjunction with the Hon. Membership Secretary and the Regional Groups Coordinator, and to support initiatives to increase the membership and reach of the Society through campaigns and events.
3. To provide administrative support to the Director, other paid staff and volunteers to ensure the maintenance of efficient and responsive day to day communications with the public, outside organisations and media.

##### Main Duties and Responsibilities

1. Efficiently and effectively manage, supervise and develop the Society's office and administrative resources, including both staff and volunteers (but excluding Caseworkers and casework volunteers); manage office equipment and office space, including filing, library and archive resources; and maintain a safe and tidy workplace consistent with health and safety requirements.
2. Ensure adequate arrangements (in accordance with policies set by the Trustees from time to time) to deal in an efficient, effective and timely manner with public, membership and event enquiries, and ensure Press enquiries are directed to the Director and Caseworkers in a clear and timely manner.

3. Ensure effective day to day operation of the Society's IT systems, contribute to IT strategy and manage relationships with outsourced IT suppliers. Ensure that the Society's databases are kept up to date and comply with data protection legislation including GDPR.
4. Ensure efficient and effective membership administration and communications with members, and contribute to strategies for attracting new members.
5. Provide administrative support to the Director and the Media and Development Manager in respect of social and other communications media, including the Society's website.
6. Work with the Director and Regional Groups Co-ordinator in the development of Regional Groups, maintain effective and efficient communication with Regional Groups and support Regional Group Chairs and officers as appropriate.
7. Support the Hon. Events Secretary, the Events Administrator and event organisers in the administration, programming and promotion of the Society's events programme.
8. Support the Trustees and the Director in developing and implementing the Society's Business Plan, and monitoring progress.
9. Manage and monitor the Society's financial and accounting systems, matching expenditure against programmed budgets, in conjunction with the Honorary Treasurer and the Director.
10. Report to Trustees on matters in his/her field of operation as appropriate.
11. Support the Trustees, the Hon. Secretary and the Director in ensuring that the Society maintains an appropriate governance framework, in line with Charity Commission and Companies House requirements.
12. Develop and maintain good human resources practice in relation to the Society's paid staff and volunteers, in line with the Society's policies, and ensure effective staff communication and briefing. Manage and support the Volunteer Co-ordinator to ensure an efficient and effective volunteer resource.
13. Provide effective and efficient administrative and accounting support in respect of the Society's Publications programme and its Fundraising activities.

## Person Specification

- Good management, interpersonal, negotiating and communication skills, written and oral.
- Ability to initiate improvements to office processes and procedures and to progress projects work independently
- Proven experience in financial and budget management, preferably in a charity, with a strong set of administrative skills including bookkeeping, record keeping and management, database management and report production.
- Experience in managing a public facing office, and in dealing with a range of day to day contacts and handling requests from Trustees, members of the Society, the media, academia, and architectural /heritage specialists and officials.
- Experience of supporting staff and associated human resource issues in a busy office, in particular coordinating the Society's team of dedicated volunteers who assist with discrete office tasks such as financial management, membership support, event management, and supporting the casework team.
- Knowledge, understanding of and experience in operating IT systems and resources, and of working with outside suppliers/consultants; and an ability to contribute to IT strategy and development.
- Experience of overseeing contracts with suppliers of services to the Society, ensuring compliance from suppliers so ensuring cost effective purchasing and cost control.