

Head of Operations and Governance



Position type: Full-time, permanent

Reports to: Chief Executive Officer

Direct Reports: Operations and Volunteers Project Manager, and Finance Manager

Salary: £40,000-£45,000 based on experience

Hybrid role, based in Birmingham with the expectation of 3 days per week in the office

1. ABOUT UNITED BY 2022 CHARITY

United By 2022 Charity was established to carry forward the legacy of the Birmingham 2022 Commonwealth Games — a transformative moment that showcased the power of community, inclusion, and civic pride in this place. We believe the West Midlands can grow and overcome its social challenges at the same time and our vision is to be at the heart of that.

Born out of the Games, we are proud champions of the West Midlands! Our mission is to create and open up opportunities that benefit and unite local people. The impact of our work can be seen through award-winning employability activity with young people, events volunteering and social value consultancy with local employers. The organisation is run as a social enterprise model and we are hard at work building a sustainable organisation that can show how it makes a tangible difference to the region.

Our future looks exciting – the region is poised to become a leading destination for major events and we have a central role to play in using this growth to power local pride, co-create solutions to our social challenges and become more united.

2. JOB PURPOSE

The Head of Operations and Governance is a vital role for us. You will lead the Operations Team, overseeing the organisation's governance, operational delivery, and project management functions. This role will ensure the charity has the systems, infrastructure, and processes in place to operate effectively and deliver the impact the region needs. One of four on the Senior Leadership team your contribution will directly affect the charity's sustainability, compliance, and growth as it enters its next phase of development.

Reporting to the Chief Executive Officer, the role-holder will provide strategic and day-to-day leadership across operations, acting as a key point of support for colleagues across the organisation and our Trustees. You will oversee the Programme Management Office (PMO) function, contribute to the development of funding bids, and oversee governance reporting, finance, procurement, and risk management.

You will line manage the part time Finance Manager and the Operations and Volunteers Project Manager (who has a split role supporting Ops and the Volunteers Collective). While the CEO and Treasurer retain overall responsibility for financial oversight, the Head of Operations and Governance needs to maintain a strong working knowledge of the charity's financial activities and controls, and that robust operational and financial processes are effective.

We are a small but mighty team, we have a lot of fun, have high standards for quality and we work hard. To thrive you would need to be adaptable and comfy working with uncertainty and be a completer finisher. This role offers so many opportunities for job satisfaction.

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3. KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Key responsibilities include:

Leadership and Line Management

- Provide effective line management to the Operations and Volunteers Project Manager and the Finance Manager, offering strategic direction, task prioritisation, and support for their professional development.
- Undertake other reasonable duties as required, aligned with the scope and purpose of this role.

Governance

- Oversee the charity's governance framework, including planning and facilitating Board and Committee meetings, preparing agendas and papers, and presenting to Trustees.
- Independently develop briefings, presentations, and research to inform governance and strategic decision-making, often without direct oversight.
- Support the Finance Manager in delivering the annual audit and take the lead on governance compliance and reporting requirements.
- Regularly review, update, and implement organisational policies and procedures to ensure best practice and compliance.

Operations

- Provide high-level, confidential operational support to the leadership team, ensuring effective organisational functioning.
- Lead recruitment and onboarding processes, working alongside the organisation's external HR provider to manage HR procedures and employee relations.
- Oversee the finance function, working closely with the Finance Manager to ensure financial systems and controls are robust.
- Collaborate with the Operations and Volunteers Project Manager to maintain strong cyber security practices across the organisation.
- Act as a key point of contact for operational queries, including IT, systems, and internal processes.
- Lead office and facilities management, including coordination with the serviced office provider and managing future office moves.

Programme and Project Management

- Oversee the effective delivery of the charity's programmes, providing quarterly reports to the Board and updates to external funders as required.
- Lead risk and issue tracking across the organisation, ensuring timely resolution of governance and operational matters.

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- Contribute to cross-organisational working groups and lead special projects aligned with strategic priorities.
- Support the Business Development Officer in the integration of evaluation and impact into programme delivery and contribute to reporting and learning processes.

4. PERSON SPECIFICATION

Skills and Experience Required		
Area	Critical	Desirable
Qualifications	<ul style="list-style-type: none"> • Relevant professional experience. • Minimum level 3 qualification. 	<ul style="list-style-type: none"> • Relevant Project Management, or Business Administration qualification/s, e.g. PRINCE2.
Skills & Ability	<ul style="list-style-type: none"> • Strong ability to work independently while remaining approachable, diplomatic, and discreet with sensitive information. • Excellent communication and interpersonal skills, with the confidence to influence, build relationships, and collaborate effectively at all levels. • Highly organised and adaptable, able to manage multiple priorities in a fast-paced environment and meet tight deadlines. • Culturally aware, respectful, and able to engage with diverse individuals and teams. • Flexible and responsive, including occasional last-minute support when needed. 	<ul style="list-style-type: none"> • A positive, energetic, can-do attitude, backed by speedy, accurate work. • Strong ethics and moral standards. • Results driven. • Assertive/direct. • Open to new ideas and approaches. • Flexibility and understanding of getting the job done.
Knowledge and Experience	<ul style="list-style-type: none"> • Demonstrate a high-level of experience and competency in a senior leadership role. • Good analytical and problem-solving skills. • Experience or knowledge of complex stakeholder environments. • Advanced knowledge and experience of MS Office Suite products including Outlook, Word, Excel, PowerPoint, and SharePoint. 	<ul style="list-style-type: none"> • Knowledge of Charity Governance

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	<ul style="list-style-type: none">Experienced in working with senior internal and external stakeholders.	
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Personal Qualities	
Teamwork	<ul style="list-style-type: none">Embraces diversity and displays respect and loyalty to colleagues, the organisation and partners;Engages effectively, and is helpful and supportive towards others;Highly collaborative, taking the time to engage with and support team members;Reliable and committed to success of the team;Embraces change and is adaptable;Able to multitask and willing to take on additional roles and tasks;
Communication	<ul style="list-style-type: none">Clear, confident communicator at all levels; approachable and well-informed.Able to present, chair meetings, and contribute effectively in group settings.Open and transparent while maintaining trust and confidentiality.Willing to challenge constructively and share ideas.Quick to absorb new information and communicate it effectively.
Commitment and results delivery	<ul style="list-style-type: none">Demonstrates integrity, ownership, and a strong drive to deliver high-quality outcomes.Proactive in planning, time management, and meeting key milestones.Adaptable and resilient in the face of change, using creativity and initiative to overcome challenges.Accountable and solution-focused, with sound judgement on when to escalate issues.Understands the broader organisational goals and aligns individual and team efforts accordingly.Delivers work to a high standard, following agreed processes and guidelines.
Motivation and Drive	<ul style="list-style-type: none">Self-motivated, with pride in contributing to the organisation's mission.Committed to collaboration and partnership working.Professional, approachable, and respectful in all interactions.Maintains a positive, can-do attitude and optimistic outlook.