



## Job Description and Person Specification

### Operations Manager

#### The headlines

We urgently need to balance the needs of all people with the needs of our planet. To achieve this, the Engineers Without Borders UK movement is working to put global responsibility at the heart of engineering, to ensure a safe and just future for all.

We are now looking for a proactive and organised professional to join our team as Operations Manager, to be responsible for the processes and systems that support the day to day running of the organisation.

**Responsible for:** Processes and systems that support the day to day running of the organisation, including governance procedures, HR, compliance, equipment and facilities, finance.

**Location:** London, UK

**Type of post:** Full or part time (4-5 days/week), fixed term contract to end of April 2022

**Salary:** £30-34k per annum depending on experience (pro rata'd)

**Leave:** 24 days per annum, plus public holidays and 27-31 Dec (pro rata'd)

**Pension:** Up to 5% matched employer contribution to workplace pension scheme

**Application deadline:** Midnight (BST), Sunday 1 August 2021

**First stage interview:** Thursday 12 or Friday 13 August (virtual)

**Second stage interview:** w/c Monday 16 August (tbc)

#### Engineers Without Borders UK

Our planet is in a perilous position. We are draining natural resources, destroying ecosystems, and to avoid further climate crisis, emissions must drop drastically in the next decade. Meanwhile, there continues to be vast inequality across the world, with millions of people still without their basic human rights met.

Engineering has played a significant role – both good and bad – in getting humankind and the planet to where we are today. Now, we must urgently tackle numerous global challenges if we are to ensure a safe and just future for all.

In May 2021 we launched our 2021-2030 strategy, '[Reaching the tipping point for globally responsible engineering](#).' This strategy provides a strong, persuasive plan to put global responsibility at the heart of engineering.

As society moves towards the deadline to meet the UN's Sustainable Development Goals (SDGs), we will inspire the engineering community to commit to global responsibility. We will upskill, equipping people to put purpose into practice. And we will drive change, collaborating with

companies, universities and a wide variety of organisations to accelerate globally responsible engineering becoming mainstream. By 2030 we will build a movement of over half a million people, powerful enough to radically transform the culture of engineering.

It is an ambitious strategy but the scale of the challenge demands this. By bringing together thousands of people and organisations, we will develop unstoppable momentum towards achieving social and environmental justice through engineering.

## Job description

This decade is crucial and the changes we need to see in the engineering industry to achieve social and environmental justice cannot wait. To achieve our strategy, we need consistent and reliable processes at the core of our staff team, leveraging the support of a number of delivery partners.

Working closely with our Chief Executive (currently interim) plus Head of Engineering and Head of Sustainable Growth, you will run the processes and systems that support the day to day running of the organisation. This broad and varied remit includes governance procedures, HR, compliance, equipment and facilities plus finance. We are looking for someone to cover these topics until the end of April 2022 while we test the implementation of our exciting new strategy. Additional components of the role include helping shape our working culture and establishing a 'new normal' following the restrictions of COVID-19.

In this role, your primary responsibilities will cover:

- **People & Culture:** Providing the management tools and support to drive excellence in team performance, including: team support structures; resource management reports; processes and procedures for recruitment, onboarding, performance management and offboarding; guidance and training to line managers; embedding our culture across the organisation; and ensuring HR policies and procedures are up to date and compliant. Responsible for ensuring HR documentation is in place (e.g. employment contracts etc.).
- **Finance:** Ensuring finance policies and procedures are compliant, administering financial processes (e.g. raising invoices/ processing expenses) and collating reports, ensuring relevant team roles understand their budgetary responsibilities. Administration and first approval responsibilities for CAF bank.
- **Operations:** Support for overall operational improvements and resource management. management and integration of software systems, facilities and equipment used to underpin our work, including: approving business cases and product selection; administering purchase, maintenance and end of life; ensuring change management and relevant risk management procedures are in place. Holding the support relationships with external suppliers such as Wholegrain, Ashurst and Accounting Solutions for Charities. Ensuring our continuous improvement process is upheld and consistent, including monitoring, reporting, evaluation and where necessary, change management so that we can deliver performance against our organisational goals.
- **Governance:** providing secretarial support to Chief Executive, ensuring governance policies and procedures e.g. GDPR are maintained and compliant, ensuring annual reporting is

submitted, arranging Board and Board sub-committee meetings, ensuring compliance with governance procedures (e.g. changes to articles of association).

As part of a small effective team, you will also be expected to contribute and provide support to others in the overall improvement of the organisation. This is a great opportunity to develop broader skills and experience as part of your professional growth as well as being part of a supportive, dependable team.

## Person Specification

To ensure you're the right person for the role and can achieve success for yourself and Engineers Without Borders UK, we think that the following skills, expertise and attitudes are essential for the role of Operations Manager:

- Passionate about making a positive difference to people's lives and the planet, and you see how engineering has a role in this.
- Experience of effectively managing and improving operational functions across an organisation or team.
- Experience of project management and delivering organisational compliance tasks
- Competent in the use of routine office software (e.g. MS Office), standard applications and personal computing hardware and able to learn and experiment with new software.
- Good working knowledge of HR, IT, data protection and health and safety.
- Excellent ability to plan, organise and balance conflicting priorities.
- Experience of achieving objectives to a high standard.
- Excellent written and verbal communication skills.
- Ability to work effectively in a small team and on own initiative.
- 'Can do' attitude and self-starter
- Commitment to Engineers Without Borders UK's purpose and values.

And if we were putting together our ultimate wish list, we'd also include the following. But these can be learnt on the job so we're highlighting them as desirable and/or your development opportunities with us:

- Experience of working in a not for profit organisation, and/or small organisation
- Specific knowledge and experience of GSuite, Microsoft Office, monday.com, financial systems (Xero or similar), Wordpress (CMS), Salesforce (CRM), Adobe Creative Cloud products, and Mac OS an advantage

## Our team

We believe that the performance of our team is dependent on a diverse group of people coming together under a common purpose with shared values and principles. The following behaviours are expected of everyone, including our Operations Manager:

<b>Passionate about our purpose</b> Is driven by deep feelings and motivations but recognises the bigger picture and is not self-righteous or judgmental of others.	<b>Inquisitive</b> Is willing to learn and contribute with a curious mind and constructive thoughts and feedback.
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<p><b>Creative</b> Able to bring new ideas and approaches and has an opportunity driven mindset whilst recognising the importance of focus and clear direction.</p>	<p><b>Professional</b> Acts with integrity, recognising role as an ambassador for Engineers Without Borders UK. Well organised, punctual and self-motivated, delivering work to a high standard.</p>
<p><b>Team Player</b> Caring and supportive of others, keen to nurture the growth of others whilst maintaining awareness of self and personal development.</p>	<p><b>Open and inclusive</b> Open to the ideas and suggestions of others. Willing to encourage the insight of others and invite challenge to your own thinking.</p>
<p><b>Respectful</b> Aware of diversity and respectful of different opinions, always assuming positive intent and working with others to find common direction. Able to follow and respect decisions, as well as make decisions that are respectful of others.</p>	<p><b>Dependable</b> Trustworthy and genuine, reliable and self-disciplined, doesn't over-commit or set unrealistic expectations, is sure to communicate challenges so that they can be dealt with in a timely manner.</p>

## Working for Engineers Without Borders UK

We know our staff are driven by our cause, but we also know that to attract and retain the very best talent and maintain a high performing environment, our culture, working practices and your employment package are important.

### Our culture

We value a positive working environment for everyone on our team. You can expect support throughout your employment with us including an induction, regular feedback, appraisals, weekly team meetings and peer nominated recognitions.

### Working time, place of work and travel

We value what you deliver so your performance in this role will be judged on results. However, this position comes with a commitment of 37.5 hours per week for full time or 30 hours per week for part time (.8FTE). We operate flexible working hours around a core hours expectation of 10am - 4pm on working days (Monday to Friday) when you're not out and about supporting the movement. This core hours expectation ensures we can work together effectively as a team as well as enabling us to be supportive of any personal commitments you may have outside of work. At the current time, due to the coronavirus pandemic, our team is working from home in line with Government recommendations. We are planning a phased return to the office in London and all staff are expected to return to office working when appropriate, in line with our safe working guidelines and when they are comfortable to do so. We will trial a blended working approach for three months once restrictions are lifted, with a minimum expectation of 25% of your time in the office. The success of this will inform the future working environment.

There will likely be some evening and weekend work, and travel within the UK with some nights away from home. In recognition of this, we operate a Time Off In Lieu (TOIL) system for 'Out of Hours' work to help you keep a work-life balance.

## Your employment package

We are committed to ensuring that our salary and benefits are in line with the standards of our sector to ensure that we remain competitive. For the Operations Manager:

- The starting salary is £30,000-34,000 (pro rata'd), depending on your experience. This is a fixed-term, full time contract to end of April 2022.
- You will have access to our workplace pension scheme that is compliant with new auto-enrolment legislation and is also enhanced: we will match contributions of up to 5% of salary.
- You will have 24 days annual leave plus public holidays, pro-rated, plus the period 27-31 December.
- You will be able to take up to two days additional leave per year to volunteer for other charitable causes.
- You will have access to a Staff Development Scheme in support of continued professional development towards membership of a professional body relevant to your role.
- You will have access to our Employee Assistance Programme; for confidential 24/7 support from an experienced therapist or advisor and through our online health portal.
- We offer enhanced parental leave and sick pay and you can also join a Bike to Work scheme.

## Diversity, inclusion and equity

Engineers Without Borders UK is guided by a [set of principles](#) that we believe will help ensure that all viewpoints and knowledge are heard, included and respected.

We want to make the recruitment process as inclusive and accessible as we can. We have tried but we know that there might be more that we can do, particularly for those who have experienced exclusion, disadvantage or discrimination, or if you have particular accessibility needs. We would be happy to provide any further support that you may require - please get in touch with us via [hr@ewb-uk.org](mailto:hr@ewb-uk.org) and we can think together about how to make this process easier for you.

We especially encourage applications from people of colour, LGBTQ+ people (we are a trans-inclusive organisation), people with disabilities, and people who have experienced other exclusion or marginalisation.

## To apply

To apply please send a CV (two pages maximum) and a covering letter (up to two pages) to [hr@ewb-uk.org](mailto:hr@ewb-uk.org) with the job title in the subject line. Please outline clearly in your covering letter:

- Your reasons for wanting to join the team at Engineers Without Borders UK
- How you meet the role description and person specification
- Your availability to be interviewed on Thursday 12 and Friday 13 August (virtually)
- Your eligibility to work in the UK
- Where you saw the role advertised

The deadline for applications is midnight (BST) Sunday 1 August 2021.

## Recruitment information

- We receive high volumes of applications for all roles so, to keep administrative costs to a minimum, we will only contact short listed candidates.
- Engineers Without Borders UK has a legal responsibility to ensure that all its employees have the right to live and work in the UK. An offer of employment will be subject to the organisation verifying that you are eligible to work in the UK.
- Engineers Without Borders UK is committed to selecting candidates for employment based on aptitude and ability, irrespective of gender, race, ethnic origin, disability, nationality, sexuality, religion or belief, marital status or social class.
- Please refer to our [Privacy Policy](#) for details of why and how we collect and store your data.