

# Operations Manager

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Engineers Without Borders UK



UK  
ENGINEERS  
WITHOUT BORDERS

# Welcome

Thank you for your interest in the role of Operations Manager. This document will provide more detail of the organisation, the role and how to apply. If you have any further questions do not hesitate to get in contact at [hr@ewb-uk.org](mailto:hr@ewb-uk.org).

## About us

We're part of a global movement of over 60 Engineers Without Borders organisations and tens of thousands of committed individuals and organisations. Together, we are working to put global responsibility at the heart of engineering, to ensure a safe and just future for all.

As a charity, we have long championed the need for engineers to understand the vital role that we all have to play in addressing the grand challenges facing society today. In 2021, we refreshed our strategy, emphasising the need to put global responsibility at the heart of how all engineering is taught and practised. With a different approach, the engineering community has the power to rapidly transform our world for the better and ensure a safe and just future for all.

As society moves towards the deadline to meet the UN's Sustainable Development Goals (SDGs), we are striving to reach the tipping point for globally responsible engineering. We do this by inspiring, encouraging the engineering community to commit to global responsibility, upskilling, so that people are equipped to put purpose into practice; and driving 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 who individually commit to making a difference and transforming the culture of engineering. This is an ambitious goal but the scale of the challenge that we all face demands it.

### **Our vision**

Society balances the needs of all people with the needs of our planet.

### **Our mission**

To put global responsibility at the heart of engineering.

**That is where you come in! The Operations Manager is a key role in the organisation, both ensuring that we are well run today and focusing on continuous improvement opportunities to support the achievement of our strategy.**

# The headlines

**Job title:** Operations Manager

**Date issued:** January 2022

**Responsible to:** Chief Operations Officer (acting)

**Responsible for:** Running, maintaining and improving the processes and systems that support the day to day of the organisation, together with improving our organisational culture.

**Location:** London, UK with some flexibility to work remotely

**Type of post:** Permanent, full time

**Salary:** Circa £35,000 per annum, depending on experience

**Leave:** 24 days per annum, plus public holidays and 27-31 Dec

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

**Application deadline:** 5 pm (BST) Sunday 20 February 2022

**Interview date:** w/c 28 February

**Start date:** As soon as possible



# What you will doing

Working closely with our acting Chief Operations Officer, Chief Executive, staff team, trustees and outsourced services, you will manage the processes and systems that support the day to day running of the organisation. You will also be expected to proactively identify opportunities for improvement, making informed recommendations and implementing once approved. This broad and varied remit means you'll need to be comfortable balancing the day to day and making time to think and act strategically, taking into consideration our people and culture, data and best practice.

Whilst experience in HR, finance, governance might help you hit the ground running, it's more important that you're proactive, driven to complete tasks on time and to a high standard, have demonstrable experience in operational management and are interested in driving change in your area of work.

During your first year, you'll get involved in a variety of organisational projects alongside the day-to-day, including:

- Implementing the outcomes of our current HR review to further strengthen our working culture, recruitment and retention. There will be a particular focus on flexible working arrangements and office facilities.
- Developing operational plans and budgets for the early years of our 2021-2030 strategy.
- Supporting the acting Chief Operations Officer with the next phase of our digital transformation project.
- Implementing improved monitoring and evaluation processes.

Your ongoing responsibilities will include:

## **Operational Management**

- Ensuring that Engineers Without Borders UK's systems, equipment and facilities support the organisation to run efficiently and effectively.
- Contracting, managing and regularly reviewing all operational, support and supplier contracts, including outsourced HR, finance and legal support.
- Supporting the development and implementation of annual operational plans. You will maintain oversight of resourcing, proactively contributing to quarterly reporting and forecasting, and support the team to develop ambitious but achievable project plans.

## **Finance**

- Weekly, monthly, quarterly and ad hoc finance processes and administration, including raising invoices, processing expenses, collating reports.
- Managing the operations budget, where delegated.
- Ensuring relevant staff members understand their budgetary responsibilities.

## **People and Culture**

- Alongside the acting Chief Operations Officer, developing and maintaining the organisation's working culture.
- Managing the recruitment, on-boarding and off-boarding processes for staff and trustees, ensuring best practice is followed. This may extend to consultants and partners, where relevant.

- Ensuring all employment systems, procedures, Staff Handbook and staff policies, terms and conditions and induction materials are kept up to date in line with employment legislation and follow best practice.
- Oversee delivery of staff training and allocation of the training budget.

### **Policies, Governance and Compliance**

- Ensuring that the development and delivery of activities for and on behalf of Engineers Without Borders UK are consistent with our contracts and policies.
- Updating all Engineers Without Borders UK policies on a rolling basis and ensuring continued compliance with all policies.
- Maintaining Engineers Without Borders UK risk and opportunities register.
- Acting as the Engineers Without Borders UK's Data Protection Officer.
- Arranging Trustee and Board sub-committee meetings, collating and distributing papers and minutes as needed.
- Maintaining all documentation and records relating to Trustees, including Register of Interests.
- Ensuring compliance and timely reporting to bodies including Charity Commission, OSCR and Companies House.

Being a small team, everyone is expected to contribute and provide support to others in the overall delivery and improvement of the organisation. This is a great opportunity to develop broader skills and experience, as well as being part of a supportive, dependable team.



# Person specification

## Essential

- Experience of effectively managing operational functions across an organisation or team.
- Experience of identifying and implementing improvements based on insight and/or data.
- Proactive, with the ability to work effectively in a team and independently. Experience of working in a small sized organisation would be beneficial.
- Excellent interpersonal skills and experience of engaging and working collaboratively with multiple internal and external stakeholders.
- Excellent ability to plan, organise and balance conflicting priorities.
- Experience of achieving objectives to a high standard.
- Excellent written and verbal communication skills.
- Competent in the use of routine office software (e.g. MS Office), standard applications and personal computing hardware. Ability to learn and experiment with new software.
- An interest in making a positive difference to people's lives and the planet, and you see how engineering has a role in this.

**Desirable.** 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:

- Working knowledge of HR, IT, data protection and health and safety.
- Experience of working for a UK registered charity and understanding of charity governance.
- Specific knowledge and experience of Google Workspace, project management tools (e.g. monday.com) and financial systems (e.g. Xero).



# 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. For our people, these translate into the following behaviours which are expected of everyone:

**Passionate about our purpose.** Is driven by deep feelings and motivations but recognises the bigger picture and is not self-righteous or judgmental of others.

**Team player.** Caring and supportive of others, keen to nurture the growth of others whilst maintaining awareness of self and personal development.

**Respectful.** Aware and respectful of different opinions, always assuming positive intent and collaborating to find common direction. Able to follow and respect decisions, as well as make decisions that are respectful of others.

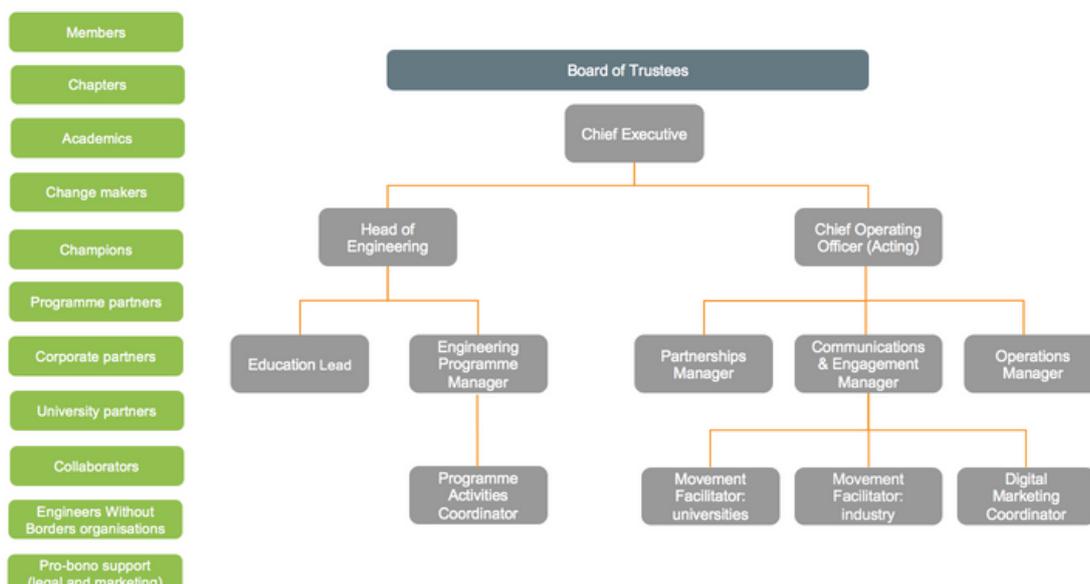
**Professional.** Acts with integrity, recognising role as an ambassador of Engineers Without Borders UK. Well organised, punctual and self-motivated, delivering work to a high standard.

**Open and inclusive.** Open to the ideas and suggestions of others. Willing to encourage the insight of others and invite challenge to your own thinking.

**Inquisitive.** Is willing to learn and contribute with a curious mind and constructive thoughts and feedback.

**Dependable.** 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.

**Creative.** Able to bring new ideas and approaches and has an opportunity-driven mindset whilst recognising the importance of focus and clear direction.



# How we work

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 induction, regular feedback, appraisals, weekly team meetings and peer-nominated recognitions.

## **Working time, place of work and travel**

This is a full-time position with a commitment of 37.5 hours per week. We operate flexible working hours around a core hours of 10am - 4pm Monday to Friday. This 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.

We are currently trialling a blended working approach, with a minimum expectation of 25% of your time in the office. The success of this will inform the future working environment.

There may 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 circa £35,000 per annum, depending on experience. This is a permanent, full-time contract.
- You will have access to our workplace pension scheme that is compliant with 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 plus the period 27-31 December.
- You will be able to take up to two volunteer days per year.
- You will have access to a Staff Development Scheme in support of continued professional development.

## **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 inclusive and accessible. 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.

# How to apply

To discuss the role, please contact Jenny Munday, acting Chief Operations Officer, via [jenny.munday@ewb-uk.org](mailto:jenny.munday@ewb-uk.org).

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
- Crucially, how you meet the role description and person specification
- Your availability to be interviewed in during the w/c Monday 28 February 2022
- Where you saw the role advertised

The deadline for applications is **5 pm (BST) Sunday 20 February 2022** and we expect to interview shortlisted candidates during w/c Monday 28 February 2022.

## Recruitment information

- We receive high volumes of applications for all roles so, to keep administrative costs to a minimum, we will only contact shortlisted 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.

**We appreciate your time and look forward to hearing from you.**