



Job Description

Job Title	Charity Operations Manager
Department	Town Clerk's Department, City Bridge Trust (CBT)
Grade	D
Location	Guildhall
Responsible to	Head of Chief Grants Officer's office and Corporate Charity Business Manager
Responsible for	A team of [Funding Officers] and temporary staff/consultants as required

Purpose of Post

To manage the operation and delivery of an effective and efficient business support function for CBT and other charitable and philanthropic work undertaken by the team in accordance with charitable activity governance best practice and any other relevant regulatory and organisational requirements.

To manage the operation and delivery of a public enquiry service and the processing of charitable funding applications and proposals.

To manage an on-line applications and monitoring system and other databases and information systems in relation to charitable data held and provide advice to CBT Funding Managers and senior officers on information held.

To lead on the development and maintenance of processes and procedures in relation to charitable and philanthropic administration activity in accordance with General Data Protection Regulations (GDPR), charitable governance and organisational requirements.

To manage a team of Funding Officers and temporary staff as required.

To act as the Access to Information Network Representative, coordinating and responding to all requests relating to CBT or charitable and philanthropic activity under the Freedom of Information Act and ensuring requests are dealt with in accordance with GDPR and any other regulatory requirements.

Main Duties & Responsibilities

1. To manage the operation and delivery of a public enquiry service used by a wide range of callers including potential and current recipients of charitable funding, advising on CBT's work, its funding processes and those it manages on behalf of others including the City Corporation's Central Grants Programme and Wembley National Stadium Trust.



2. To manage the operation and delivery of an effective and efficient administrative service including the processing charitable funding applications and social investment proposals, supporting the management of existing funding/investment agreements and by the management of an on-line application and monitoring system.
3. To measure charitable activity performance against key milestones through the analysis of data held on City Corporation charitable databases and to report regularly to Funding Managers and SMT on progress.
4. To lead on the development of new processes and procedures in relation to charitable administration activity and to ensure regular monitoring and review of such to ensure they always reflect best practice, taking into account GDPR requirements and other charitable activity governance requirements.
5. To manage a team of Funding Officers ensuring all training and development needs are met and performance monitored to enable the delivery of a high-quality business support function for CBT.
6. To be the division's information management expert in relation to charitable data held and to provide advice to City Bridge Trust Funding Managers and SMT in this regard.
7. To lead on the development and maintenance of supporting databases & central filing/information management systems according to evolving needs in conjunction with the City Corporation's IT department: to ensure compliance with General Data Protection Regulations (GDPR) for all data held by CBT; and to be a database and IT 'super-user' to provide support and training to colleagues as required.
8. To undertake periodic reviews of the Customer Relationship Management system and liaise with system developers in the IT department in relation to its on-going development ensuring it continues to be fit for purpose for the team.
9. Ensuring that the right controls are in place within the administration team to enable effective operation of all funding processes (grants and social investment), including financial aspects, and that those processes are regular reviewed, documented and adhered to.
10. To act as the Access to Information Network (AIN) Representative, co-ordinating and responding to all requests relating to CBT or charitable and philanthropic activity under the Access to information regulations (GDPR); (Freedom of Information Act 2000 (FOIA)) where applicable, ensuring all requests are dealt with in accordance with the relevant regulations and the correct disclosure of non-disclosure of personal information occurs. To provide guidance, training and support to colleagues in relation to Access to information under the direction of the Corporate Information officer.
11. To manage the timely co-ordination and accurate administration of Committee reports, in liaison with the relevant committee clerks, ensuring the CBT team have clear deadlines and reports are provided on time.
12. To support the Head of Director's Office and Philanthropy Operations with the delivery of corporately driven activity including business, workforce, and contingency planning; and risk register monitoring.



13. To manage CBT's office furniture, stationery and IT equipment budget, ensuring funds are used effectively and efficiently: approving orders; complying with the City of London Financial Regulations; and properly monitoring and reporting budget outturn positions as required, including alerting the Line Manager and Chamberlain's representative of any significant budget variance in a timely manner and taking appropriate corrective action.
14. Managing CBT's ordering and approval processes for the teams' operational budget, ensuring timely processing, regular monthly reporting and dealing with issues arising on a proactive basis
15. To ensure appropriate IT equipment and systems are available locally and to develop and implement new staff local induction processes including introductions to key departments and key stakeholders, processes and procedures.
16. To be the lead Health & Safety representative for the office ensuring best practice is followed and statutory duties and corporate policies are complied with: to include the implementation of local H & S policies; appropriate accident reporting and investigation is undertaken; and training, first aid kits and relevant information and equipment are kept up to date.
17. To support the Executive Assistant in the execution of larger scale events and provide cover for the role during periods of leave.
18. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
19. Actively seek to implement the City of London's Responsible Business Policy in relation to the duties of the post.
20. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
21. To undertake any other duties that may reasonably be requested appropriate to the grade.



Person Specification

Job Title	Charity Operations Manager
Department	Town Clerk's Department, City Bridge Trust (CBT)
Grade & Level	D Level: 2
Trent Position Number	

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training / Knowledge

Qualified to NVQ Level 4 or equivalent in a business or administration related subject or have significant experience working in a senior administrative role in a charity or values-led organisation. (A,I)

Very good knowledge and understanding of the voluntary and community sector and the issues they face in relation to funding. (A,I)

Very good working knowledge of all regulatory requirements in respect of governance and the administration of charities. (A,I,T)

A very good knowledge of relevant legislation such as the General Data Protection Regulations (GDPR) and Freedom of Information Act. (A,I)

Excellent knowledge of all elements of Microsoft Office and the ability to provide support and training to colleagues across the suite of applications. (A,T)

A good understanding of general Health and Safety at work requirements as provided for in various regulations such as The Workplace (Health, Safety and Welfare) Regulations, Display Screen Equipment Regulations and the Provision and Use of Work Equipment Regulations. (A)



A good understanding of risk management including risk identification and mitigation measures especially in relation to resilience and system performance. (A)

A good understanding of business planning activities including workforce and contingency planning. (A,I)

Experience Required, including Budget Holding Experience (if appropriate)

Good experience of managing a business support function in a values-led organisation (ideally within the community/voluntary sector) ensuring effective and efficient administrative support, the development of systems and processes and the management of information and databases. (A,I)

Experience of carrying out statistical analysis on operational performance data and reporting to Senior Managers on performance against objectives. (A)

Experience of developing and maintaining databases and central filing/information systems and ensuring compliance with GDPR and any regulatory and organisational requirements. (A)

Experience of operational budget management including the monitoring and reporting of budget outturn positions. (A,T)

Experience of managing and co-ordinating projects using appropriate project management methodologies to ensure outcomes and promises are met. (A,I,T)

Technical Skills

An ability to assess customer needs through various mechanisms and adapt systems and services accordingly in order to ensure the delivery of excellent customer service to both external and internal clients. (A)

Excellent numerical and analytical skills in order to manage and analyse performance and other data and report on it. (A,I,T)

Effective resource management skills with the ability to achieve continuous improvement in service delivery. (A,I)

Very good written communication skills with the ability to write concise and accurate reports to senior managers on service delivery issues, develop procedures according to organisational and regulatory requirements and compose detailed responses to FOI requests. (A,I,T)

Very good oral communication skills with the ability to effectively explain and advise on



detailed information on charity administrative and data management issues. (A,I)

Ability to monitor and manage budgets. (A)

An ability to engage a team through enthusiasm and excitement about the business. (A,I)

An ability to assess and leverage the strengths, weaknesses and styles of the team to maximise output. (A,I)

An ability to manage projects, risk, finances and systems effectively. (A)

An ability to apply logical, rational and intuitive approaches to developing options to resolve issues. (A)

Other Relevant Information eg. working hours or desirables (only if applicable)

In line with changes to working practices in the office, the postholder is likely to hotdesk.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The salary range for this job is £35,090 - £39,680 including London weighting per annum plus Market Forces Supplement per annum depending on experience. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis

Hours of Work

Normal hours of work are 9.15am – 5.00pm, Monday to Friday, being 35 hours per week excluding lunch breaks, but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.



If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.