



Operations Manager

Candidate information pack

Dear applicant,

Thank you for your interest in working for Future First.

You could not have chosen a more interesting, or challenging time to join us. The pandemic has deepened inequalities that we were already striving to address. Our work has never been more necessary yet, at the same time, it has never been more difficult to compete for funds or win support from hard-pressed businesses.

Nevertheless, Future First is in a good position, with a decade of experience, solid finances and strong partnerships. Our work builds confidence, motivation to study and resilience, and strengthens the communities around schools by harnessing past pupils as an under-developed resource. We took our refreshed programme into a record number of schools in 2020-21, and we won't stop there. We have ambitions to be working with every UK state school and college, providing young people across the four nations with relatable role models to boost confidence, raise motivation and, ultimately, improve their life chances.

We have around 400 school and college members and 266,000 alumni volunteers, who supported over 70,000 young people in state schools across the UK last year. We know that what we do every day really makes a difference to young people's lives. By giving today's pupils connections to past students, their alumni, we show them a bright future and give them the chance to hear real life stories about how people have overcome challenges to be successful. We show young people a world of opportunities - work, training, further or higher education, or volunteering, and we give them the tools, knowledge and information they need to make good choices and find their pathway.

We are committed to social justice and the value of role models. We are therefore keen to build a workforce that reflects the young people and schools we support. We are always interested in hearing from candidates from diverse backgrounds. At this time, we would particularly welcome applications from Black, Asian and Minority Ethnic candidates, and those who attended state school and were in receipt of free school meals and/or were the first in their family to go to university.

If you share our passion for changing lives, care deeply about disadvantaged young people and believe that you have what it takes to effectively support a small but ambitious charity, please read on. I look forward to hearing from you.

With all good wishes,

Lorraine Langham, CEO

About Future First

Future First is a small education charity with a vision for a world where a young person's start in life does not limit their future.

Past pupils, known as alumni, are powerful, relatable role models. They show students that 'people like me' can succeed. Future First is passionate about connecting every state school pupil with their alumni to inspire them and give them the information, tools and connections they need to see and build a future beyond their current horizons. We know that putting alumni networks around state schools gives pupils access to a strong community of connections, with pathways to jobs and careers, internships and apprenticeships, support in making choices at transition, help with choosing courses and universities, and much more. Hearing from relatable role models can be transformative, building students' confidence, resilience and motivation to study. If you believe a child's start in life should not determine their future, this role can make a difference.

About the role

This is an exciting opportunity for a dynamic and ambitious individual to play a key role in supporting the growth of a small charity.

The Operations Manager sits in the charity's Business Services team, and works across the whole charity to ensure the smooth running of the organisation. In particular, the post provides support to the CEO and Business Services Director in delivering the organisation's priorities. The post holder will feel comfortable working across a diverse range of issues on any given day, and will have a thirst for learning. As the charity grows to meet its ambitions, the post holder will play an instrumental role in ensuring all systems, processes and ways of working are fit for purpose and easy to scale.

The remit for the role is broad, and we can shape it to suit the skills and interests of the successful candidate and it will flex to suit the requirements of the charity at a point in time. Ideally we are seeking somebody on a full time basis, but we are willing to discuss flexible options for the right candidate if necessary.

Duties and responsibilities

General

- Write reports and other papers where required, for consideration by the Senior Leadership Team and/or Board of Trustees
- Undertake research into prospects and issues, effectively distilling information and setting out recommendations for Senior Leadership Team review
- Undertake effective performance monitoring of programmes and projects - leading some work as needed
- Support the Company Secretary with governance matters as required
- Support with driving forward sales to new schools and colleges, including ensuring systems and processes are fit for purpose
- Keep internal guidance and documentation up to date
- Other project work as required
- Other duties commensurate with the post

Finance

- Work with external accountant to draft monthly management accounts for SLT review
- Support Business Services Director to produce reports and budgets for Trustees

HR and organisational development

- Support the development of HR processes and policies as the charity grows and evolves
- Embed Future First values, deliver learning and development plan and monitor its effectiveness

Technology

- Play a key role in ensuring our new online platform meets user needs; support technology colleagues as it is rolled out to stakeholders; support with development of the roadmap
- Work with external agency to ensure all internal Future First technology is fit for purpose and meets user needs
- Work with Developer to deliver Salesforce development plan, ensuring it meets the needs of colleagues and delivers required outcomes

Compliance and planning

- Ensure organisation complies with data protection legislation
- Manage capacity forward plan, and work with Business Service Director to plan for changing capacity requirements
- Keep in-year strategic action plan up to date in collaboration with Senior Leadership team

Fundraising

- Research and write fundraising bids
- Support colleagues to create project budgets and ensure they are commercially viable
- Maintain pipeline reports and ensure they are kept up to date and relevant

Person specification

Essential

- At least three years' demonstrable experience in at least two of the business areas outlined above
- Financially fluent, with the ability to collate and present financial data to a non-financial audience to support good decision-making and risk management
- Good understanding of UK data protection legislation
- Technically literate, can learn new systems quickly
- Advanced Excel skills
- A willingness and capacity to learn new information and skills
- Highly organised in approach with ability to demonstrate good planning skills and ability to prioritise workload

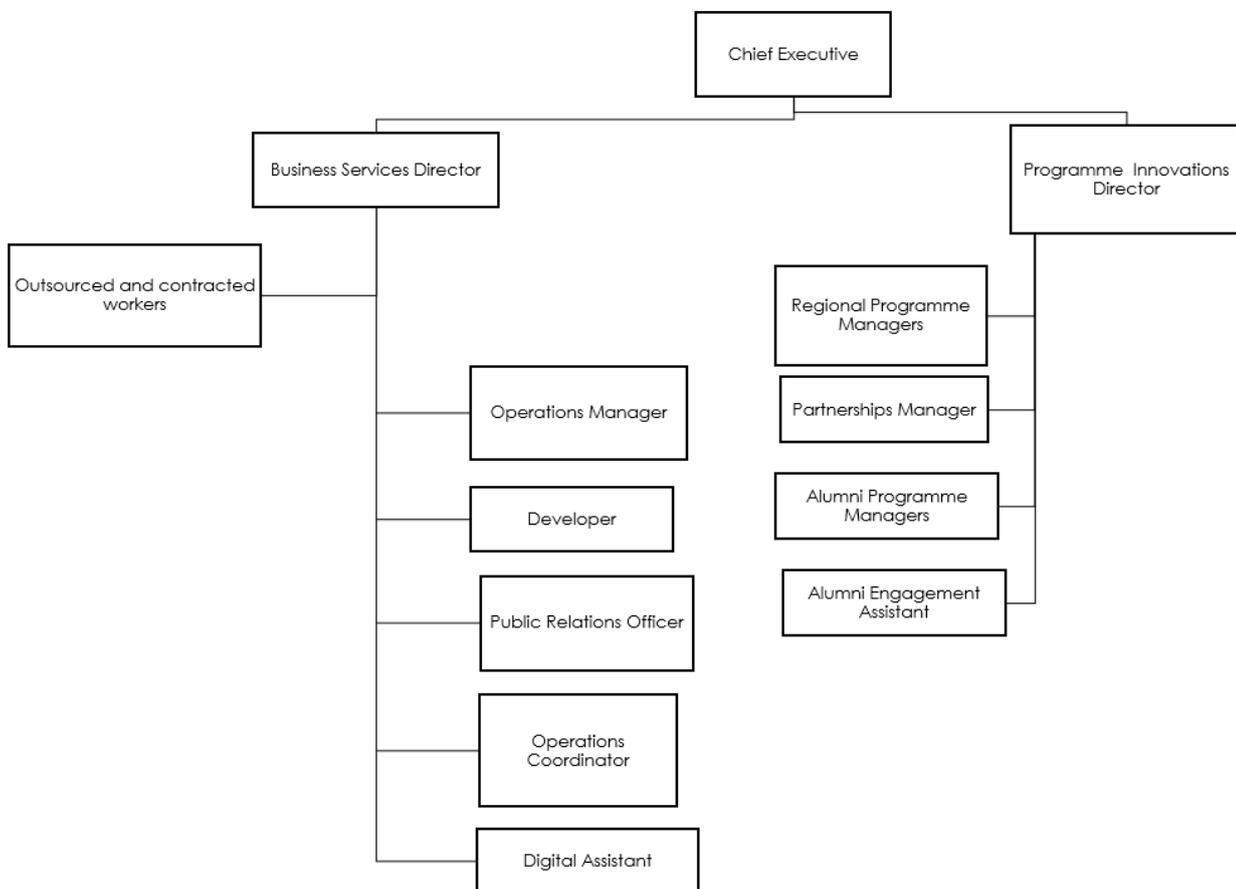
- Comfortable and confident working both independently and within a small team
- Excellent communication skills, both written and oral
- Energetic and entrepreneurial, turns ideas into action
- High degree of resilience; works well under pressure, solutions focused
- Embeds equalities in work
- Consistently shares expertise and learning; take responsibility for own CPD
- Holds self and others accountable for achieving high standards

Desirable

- Experience within the charity sector or education
- Project management experience
- Experience in more than two of the business areas outlined above

Future First is committed to safeguarding. Because the post holder will have access to personal data of under 18 year olds, a satisfactory enhanced Disclosure & Barring Service (DBS) check will be required for the successful candidate.

Organisation Structure



Our Values

We live by our values, and are keen to recruit colleagues who share these values.

Social justice

We do all we can to achieve our mission so that a young person's background does not limit their future.

Role modelling

We believe everyone can be a good role model and we lead by example in all we say and do.

Collaboration

We know we have greater impact through building relationships, and by working and learning with others.

Innovation

We are open to fresh ideas and are constantly seeking new ways to make change happen faster.

Terms and Conditions

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| Job title | Operations Manager |
| Reports to | Business Services Director |
| Salary | £29,229 - £41,615 for 1.0 FTE dependent on experience |
| Annual leave | 28 days per year, increasing by one day for each year of service up to a maximum of 33 days |
| Benefits | Employee pension scheme, comprehensive learning and development plan, cycle to work scheme, travel card loan, flexible working, volunteer days |
| Contract type | Permanent, full-time (we may consider part-time requests for the right candidate) |
| Location | London, though staff are currently home working until restrictions ease. We will consider remote (UK based) applications though candidates will need to travel to London at least monthly |

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How to Apply

To apply, please [click here](#) to upload an up to date CV and cover letter that demonstrates how you meet the person specification for the role. Incomplete applications will not be considered.

Application deadline

9.00am, Monday 2 August 2021

Applications submitted after this time may not be considered.

Interviews

11, 12 or 18 August

Interviews will be conducted via video call.

Any questions?

Please email laura.grigg@futurefirst.org.uk if you have any questions about the role.