

Operations Manager

Reporting to: COO

Contract: Part-time, 3 or 4 days/week

Location: Hybrid working between Paddington, London and remote.

Salary: £40-£45k (pro-rated) + benefits

About Us

Big Change was founded 10 years ago to rethink how charity could be a catalyst for positive change. Since then we have been learning by doing: backing pioneering projects at an early stage that are rethinking how we set young people up to thrive in life, not just in exams.

Big Change is a small, collaborative and supportive team of around 15 people. 100% of our team believe their work has a positive impact on well-being and society. We set clear expectations and celebrate the successes of teams and individuals. 90% of our team would actively recommend Big Change as an employer.

More information about Big Change can be found on www.big-change.org

Role Summary

We're looking for the backbone of our operations team: an experienced Operations Manager to ensure the smooth and efficient running of the organisation. This is a varied role well-suited to a highly versatile person who thrives in a small organisation where adaptability and a can-do attitude are valued.

Ideally, you'll have experience across a broad range of areas, including **finance, governance, and general administration**. As important, you're someone with a willingness to take ownership, adapt and grow as autonomy and self-direction are encouraged at Big Change. Your colleagues would say you're sharp, detail oriented, personable, and resourceful. If you're excited about the prospect of having responsibility for day-to-day operations and working closely across functions with an extraordinary team, then this role is for you.

Key Responsibilities

- A good chunk of your time will be spent on financial administration. No qualification required, but you should be comfortable with numbers and be process-oriented.
- You'll be involved in governance work, most prominently leading the annual audit and acting as the point of contact with the Company Secretary.
- A big part of your job will be making sure our internal systems are working well, this includes optimising the use of our CRM and knowledge management systems.
- Compliance work will take on many forms, from oversight of data protection and safeguarding, to responsibility for our policies and procedures and due diligence.
- There are a variety of legal areas you'll work in, including contract management, IP and trademark oversight, as well as managing any legal issues that arise (working with a professional legal team).
- The rest of your time will be spent on general operations and administration, which often include support to the team on procurement, managing suppliers, process mapping and design, donor reporting, evolving our use of IT and tech, data analysis, and, as with all roles at Big Change, other duties that may arise from time to time.

You don't need to be an expert in all of the above; a willingness to get stuck in and learn are good substitutes for experience.

You'll be working closely with

- COO
- Team & Special Projects Manager
- Finance team (outsourced)

Desired Knowledge and Experience

- Previous experience in a similar position, or in an organisation at a comparable stage of growth;
- Understanding of budgeting and finance, comfortable with spreadsheets;
- Experience in working with and/or managing a CRM (we use Beacon);
- Basic understanding of governance and legal concepts, or willingness to learn;
- Ideally, you've been part of or overseen an audit process;
- Knowledge of process mapping and continuous improvement.

Skills and competencies

- You're collaborative, methodical, and organised;
- You like efficiency, but prefer effectiveness;
- You care about the details and know how to prioritise your work;
- You can fluidly move from one area of work to another, and if you don't know how to do something you'll ask or find out;
- You have high levels of digital literacy and are open to new ways of working;
- You're a good communicator who can effectively engage colleagues;
- You care about team dynamics and have a sense of humour (particularly if it's audit season).

How to Apply

If you're interested in this role, we'd love to hear from you. Just send a covering letter and CV (max 2 pages for each) to jobs@big-change.org, with 'Ops Manager' and your name as the subject. Don't worry about being too formal, just tell us why you're right for the role. Applications will be accepted on a rolling basis so get them in as quick as possible.

We are keen to ensure that all of our opportunities are accessible to everyone, so if you have any specific circumstances or accessibility requirements which prevent you from completing an application online, please let us know by email and we'd be happy to help.

Approach to Diversity

We aim to put diversity, equity and inclusion at the heart of everything we do, from the young people and project partners we work with to the way we behave and operate as a charity and to the people we bring into the organisation. We welcome applications from people of any gender, disability, age, sexual orientation, race or religion and belief, and particularly from people with diverse backgrounds or have overcome challenging experiences.