

NEON

Head of Operations, NEON

Location: London

Salary: £39,885 - £45,869 pro rata (depending on experience)

Hours: 3-5 days per week, we are open to job shares for this role

Application deadline: Midnight Sun 25 Feb - details below

Interviews: Fri 2 March, Second panel Thurs 8 March

Benefits: 7.5% employer matched pension after probation, flexible working and 25 days holiday per year (plus bank holidays and Christmas break)

Reporting to: Executive Director

Responsible for: Team and Events Coordinator

About the role:

The Head of Operations is a new role for our growing team and requires the post holder to lead and manage all internal operations within NEON. Reporting directly to the Executive Director, this is a senior leadership role and the successful candidate will be a key member of the leadership team alongside the Head of Training, Head of Organising and the soon to be appointed Head of Communications. As a member of the leadership team, the Head of Operations will also be required to build a strong relationship with the Board of Directors and when called upon, deputise for the Director alongside the other Heads.

As NEON grows so does its need to engage in a range of complex operational activities. The Head of Operations's primary role will be to take responsibility for and ensure the effective organisation of NEON's finance, operations, IT, HR and governance functions. Whilst the applicant may not be an expert in all areas, the successful candidate will demonstrate strong leadership in overseeing the development and maintenance of these core operations and where relevant, sourcing appropriate and cost-effective specialist support. The key focus of the role is to develop and implement the systems and processes needed to deliver on NEON's strategic vision.

Key responsibilities:

- Lead and manage the operations and internal organisational infrastructure of NEON 'in the round' across all areas of work
- In alignment with NEON's organisational strategy, develop an internal implementation strategy for meeting operational goals and objectives
- Oversee and ensure all internally agreed projects and operationally based activities are delivered to budget and on time
- Working with NEON's financial contractors, oversee the organisation's financial reporting and budgets. Ensure the correct accounting practices are

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followed and all relevant financial management information is produced in a timely and accurate manner

- Lead on governance and data management systems. Ensure NEON remains legally compliant
- Oversee and ensure IT systems are effectively maintained. This includes – where necessary - sourcing and commissioning IT contractors to assist in the establishment of new IT structures and processes
- Oversee and manage existing HR systems and establish and implement effective HR policies, based on the existing people strategy
- Line manage the Team and Events Coordinator effectively
- Ensure line managers are undertaking their people management roles successfully and provide appropriate support where necessary
- Attend and participate in quarterly Board meetings, as and when requested
- Provide relevant status updates and report to the Director and the Board
- Provide input to the strategic direction of the organisation
- Manage key stakeholder relationships including working with partners and groups on our trainings to implement similar internal processes and systems as part of our OrgBuilder programme.

About you:

We are looking for someone who brings a broad range of operational and organisational experiences to NEON. You will have a breadth of knowledge and clear understanding of how to lead the operations of an organisation effectively in an agile and often demanding environment. The ideal candidate will have a strong grasp of financial, operational and organisational strategies and be adept at delivering policies that align to NEON's overarching strategic vision.

As a member of the leadership team, the post holder will be required to operate across many levels. Whilst the candidate will actively lead and be hands on operationally speaking, they must also be able to demonstrate an ability to engage at a strategic level and inform longer-term decision-making. Although the post holder may not have previously worked for an organisation of this kind, a background in social justice, social enterprise or not-for-profit management may be advantageous.

In terms of skills, the role requires someone who is able to lead from the front and work closely and collaboratively with other team members. You will have experience of managing teams and be capable of working on multiple projects simultaneously, whilst delivering to a deadline. The role is complex, so an ability to juggle and adapt quickly to changing priorities is essential. You will embrace an ethos of collective working and be a strong team player.

Communication is key to the success of the role and of the organisation. The Head of Operations will be able to demonstrate their capacity to communicate effectively across the organisation – both through the policies they produce and the way they manage people. A genuine interest in the success and development of others is

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critical to the role. Therefore, the candidate will possess exceptional people management skills and demonstrate a deep understanding of how to get the best from the team.

Being a natural problem-solver and having the ability to rise to the challenge is a key part of succeeding in the role. You will demonstrate resilience under pressure, be pragmatic in your approach and have a real enthusiasm for making NEON's operations run smoothly and cost-effectively.

Detailed knowledge of politics and economics is not so important but a strong interest in how we can build effective groups, organisations and movements is. You will understand how effective operations are central to helping NEON meet its objectives. We value solidarity, generosity and respect – if that's the kind of community you believe you can help us build, we'd like to hear from you.

Key skills and experience

1. Required knowledge/experience

- Experience of leading organisational operations and support functions
- Experience of managing a finance function or contracted finance service and knowledge of financial and management accounting procedures
- Ability to operate at both a tactical and strategic level across the organisation
- Knowledge of management and IT systems and processes
- Understanding of people management practices and corporate governance procedures
- Experience of operating in a leadership or management role
- Ability to lead a team, develop and support key personnel
- Exceptional communication skills
- Strong interpersonal and organisational skills
- Capacity to manage a number of varied projects and meet tight deadlines
- Ability to work well under pressure and meet the demands of a dynamic organisation
- Excellent working knowledge of Microsoft Office, Google Docs and Dropbox.
- Basic knowledge of the political and economic landscapes
- An affinity with NEON's aims and objectives and organisational values of solidarity; generosity and respect.

2. Desired knowledge/experience

- Experience of working with a similar organisation, social enterprise or start-up
- Knowledge and experience of project management
- Established professional networks and links to specialist consultants and contractors.

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About us:

The New Economy Organisers Network (NEON) is a network of over 1,600 activists working to replace neoliberalism with an economy and politics based on social and environmental justice. Our members come from over 900 trade unions, grassroots groups, non-governmental organisations (NGOs), faith-based campaigns, political parties and movements.

We run trainings, share skills and coordinate together on campaigns helping people to lead movements like [Just Treatment](#) (organising patients to fight for the NHS) through to working with our members to get nearly [800 media bookings](#) across the UK's biggest TV/Radio outlets. We're ambitious and the team is agile, fast paced and committed to actually changing things. After a successful year, we're growing the team to meet the needs of our members and our three year organisational strategy.

To build the power of movements for social and economic justice we organise our work around three goals:

- **Connect** we want to bring together people who aren't usually in the same room, working across many different issues and from many different struggles because together there is strength. In particular, we want to build the power of campaigners and organisers from groups most often affected by injustice to help change the leadership of our movements
- **Focus** is about how we support our members' work to transform our social and economic systems through prioritising key battles. Our aim is to help members work together to win bigger change on key battleground issues, such as health and precarious work
- **Build** means supporting the development of key institutions that underpin the wider progressive movement. The range and diversity of groups needed is wide - from campaign groups to policy or training institutes. We help our members develop excellent institutions and structures that support.

To build a culture and community that lasts, we organise around three values:

- **Solidarity** - we're here to change the system and that requires working together across issues and sectors that aren't normally in the same room. This means placing anti-oppression at the heart of our work and building the power of people most often affected by injustice to change the leadership of our movements
- **Generosity** is about sharing our time, resources and learning with one another as we support each other's work. It means being open and honest with one another, especially when we hit problems, and thinking creatively about how we positively build from there
- **Respect** is the bottom line for all relationships in NEON. It means being respectful of different backgrounds and life experiences and giving space for

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all voices to be heard. This often means listening more than we talk and being open to changing ourselves as a result of what we hear.

Values and behaviours

- A transformational approach to leading and leadership across the organisation
- Personal commitment to NEON's mission to replace neoliberalism with an economy and politics based on social and environmental justice
- Commitment to eradicating oppression and building connections with marginalised groups
- Ability to reflect and learn, including sharing failures and uncertainties. Openly taking feedback from the team and members of the community on your behaviours and work
- Commitment to learning how to align your actions with the values of NEON: solidarity; generosity and respect
- Growing levels of self-awareness, including an understanding of how your background has shaped the opportunities afforded to you and how you relate to people from different backgrounds
- Willingness to develop emotional intelligence, including a growing ability to empathise with and appreciate others, creating opportunities for those you work with to grow and develop
- Ability to work across all levels and demonstrate a team-player and 'can do' attitude.

How to apply:

Our application process is quite straightforward. Just fill out the application form: <http://bit.ly/2F5zHRV> and submit it to jobs@neweconomyorganisers.org by the deadline.

Application deadline: Midnight Sunday 25th February

Interviews: Main interviews 2nd March, with second interviews on Thursday 8th March

If you have any questions about the role or are worried about applying please email Charlotte Millar – charlotte@neweconomyorganisers.org

We are committed to providing equal opportunities for everyone regardless of their background. We acknowledge that people from certain backgrounds are under-represented in progressive movements and we're committed to doing what we can to correct this. We are particularly keen to receive applications from Black, Asian and minority ethnic people; people with disabilities; people who identify as being LGTBQIA; people who have a mental health condition; and people who identify as working class or have done so in the past.