



HEAD OF OPERATIONS

RECRUITMENT PACK 2022



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Dear Applicant,

RE: Joining The Team at Manchester Pride

Thank you for showing an interest in joining the team here at Manchester Pride.

To help you with your application, please find attached some further information about our charity and a detailed specification for the role of Head of Operations.

The recruitment process includes two stages – the submission of your CV and covering letter outlining why you would like to join the team in this role; followed by a face to face interview. Throughout the process we may opt to include a third stage either with an informal telephone conversation or further formal interview.

To kick things off, you will need to submit your application either via email or post. The deadline for applications is 6 January 2022. Details of where to send your completed application form can be found in the notes.

If you have any questions about the process or would like an informal chat about the role, please do not hesitate to contact the Executive Assistant to CEO, Sarah Carr at sarah@manchesterpride.com, stating the role title in the subject heading.

Best of luck with your application.

Mark Fletcher
CEO

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About Manchester Pride

Underpinned by an exciting post pandemic strategy, Manchester Pride is a multi-million pound turnover not-for-profit organisation committed to creating a city – and a world - where people are able to live and love free from discrimination.

We campaign for equality; challenge discrimination; create opportunities for engagement and participation; celebrate lesbian, gay, bisexual and transgender life; and fundraise to enrich and empower LGBTQ+ organisations, charities and communities in Greater Manchester.

We are most famous for our annual programme of Lesbian, Gay, Bisexual, Trans, Queer and Inclusive (LGBTQ+) events in Greater Manchester which each year bring more than 200,000 people together to celebrate queer life.

Our events and community focussed initiatives are at the heart of our pandemic recovery strategy, which seeks to reimagine our programme to deliver an internationally acclaimed and significantly enhanced experience for users befitting a city at the heart of the Northern Powerhouse.

Manchester Pride also acts as a grant making foundation, raising money through its events and then distributing them to LGBTQ+ good causes across the Manchester city-region. Our grants range from helping the Village Football Club buy new kit to larger grants with organisations like the LGBT Foundation and Albert Kennedy Trust which help achieve our vision.

To find out more about our events and initiatives on our website.

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Our Vision:

A world where LGBTQ+ people are free to live and love without prejudice.

Our Mission:

We are committed to improving the lives of LGBTQ+ people. We are part of a global pride movement that celebrates advancements in equality and challenges discrimination faced by LGBTQ+ people.

Our Values:

Inclusivity: We believe that everybody has a contribution to make regardless of any differences and in particular respect of their protected characteristics.

Empowerment: We believe that everybody should be supported to have the confidence and opportunity to live the way they want.

Togetherness: We believe that great things can be achieved through working with individuals, organisations and communities

Our Current Goals:

- Stage an annual world class celebration of LGBTQ+ life in Greater Manchester Maintain the position of the festival on its international platform, acting as a beacon for LGBTQ+ equality in Greater Manchester and throughout the world.
- Educate people on LGBTQ discrimination and take steps to reduce it Help the people of Greater Manchester and beyond to recognise, understand and challenge discrimination against LGBTQ+ people.
- Raise awareness and support for LGBTQ+ mental health Partner with third party organisations to deliver a programme of work designed to support the mental health and wellbeing of LGBTQ+ people in Greater Manchester.
- Support grassroots projects and initiatives that encourage the wellbeing of LGBTQ+ people in Greater Manchester.
- Make packages available to provide essential support for projects and initiatives aimed at improving the lives of LGBTQ+ people in Greater Manchester.
- Increase representation for further marginalised sectors of LGBTQ+ communities Partner with third party organisations to deliver a programme of work designed to increase visibility and support the issues faced by further marginalised LGBTQ+ communities in Greater Manchester.

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Job Title:	Head Of Operations
Reports To:	Chief Executive Officer
Place of Work:	Manchester City Centre
Salary:	£competitive + Pension + Benefits

Job Purpose

The role of Head Of Operations sits within the Senior Leadership Team. The role is responsible for the smooth running of the charity's operations. The post holder leads on the development of the operations strategy for the charity and its event functions, ensuring the charity continues to drive forward.

Key Areas of Responsibility:

- **Operations:** Develop and take ownership of all aspects of the charity's operations policies.
- **Financial Strategy:** Act as a strategic partner to the CEO and Head of Engagement, leading on the development and delivery of the financial strategy including income diversification and driving efficiencies across the charity.
- **Financial Management:** Lead on the development and delivery of processes for financial planning, control, and reporting, including our audited annual accounts, and build the team's capacity for financial management.
- **Events:** Oversee the development and successful delivery of the events strategy, providing the necessary support and coaching to the events team.
- **Compliance & Risk Management:** Maintain a watching brief on legal requirements and ensure that all necessary risk mitigation strategies are in place.

Other

- The responsibilities outlined above are indicative only and not exhaustive. The Head of Operations will be expected to perform all such additional duties as are reasonably commensurate with the role. Please take note that due to the nature of our work, the flexibility to work outside normal office hours will be required.
- The Head of Operations will also be expected to act as Co-Deputy to the Chief Executive Officer as and when required

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Terms and Benefits

This is a 12 month fixed term contract, with the potential for permanent appointment thereafter.

The role is full time - equivalent to 37 hours per week through our flexible working policy, with a provision for annual leave of 25 days per annum plus bank holidays and an extra day off for your Birthday!

There is a four month probationary period which the post holder will have to successfully complete.

The perks and benefits that team members can expect to enjoy include:

- 6% employers contributory pension
- Perkbox membership inc. cyclescheme and techscheme
- Personal training budget allowance
- Monthly wellbeing activities
- Wellbeing buddy scheme
- Annual team fun day
- 2 volunteer days per year to support a cause of your choice

Person Specification

We are taking positive action to encourage applications from people of colour (PoC) and other racially minoritised communities, trans, non-binary and/or older people (aged 50+), to improve the representation of colleagues from these communities in our team.

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Skills, Experience and Qualifications

Essential

- A minimum of three years experience in a similar role
- Ability to prioritise goals and deliver against deadlines
- Capacity to work on multiple projects simultaneously
- Exceptional communication and interpersonal skills
- Leadership and management skills and the ability to motivate staff
- Highly organised with a positive and proactive approach to work
- Excellent reporting and presentation skills
- Excellent time management
- Proficient using G-Suite or similar software
- Understanding of the core aims and objectives of Manchester Pride
- Flexibility and commitment

Desirable

- Educated to degree level or similar
- Knowledge and experience of working within the events / entertainment sectors
- Commercial awareness and a thorough understanding of the competitive environment
- Full UK Driving licence

General

All staff are required to:

- Familiarise themselves with the organisation's policies and procedures held on the HR system accessible by all staff at any time;
- Uphold the Equal Opportunities, Anti-Harassment and Bullying Policies, ensuring effective implementation in all aspects of their work for the organisation;
- Act at all times within the organisation's rules, policies, procedures and any other statutory requirements;
- Be proactive, bring ideas, suggestions and contribute to business improvement.
- Undertake training as required;
- Attend staff and team meetings as required;
- Observe health and safety procedures in the workplace to ensure personal safety and to safeguard the interests and safety of colleagues, customers and visitors;

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- Undertake other duties and responsibilities as appropriate since all staff are expected to work flexibly within their skills level to respond to change.

Application Process

You will need to provide the following documentation to be eligible for the position:

1. A CV
2. A cover letter explaining your suitability and your motivation to apply for this role
3. Completed Equal Monitoring Form (this will be detached and anonymised)

Your completed application will be reviewed by the CEO and Head of Engagement, supported by an independent recruitment specialist who will then invite any suitable candidates to meet and discuss the role further in a formal interview.

Your completed application should be submitted by email to sarah@manchesterpride.com or by post to: The CEO, Manchester Pride Ltd, Manchester One, 53 Portland Street, Manchester, M1 3LD.

Applications should be received no later than the close of business on 6 January 2022. Interviews will be held mid January 2023

If you would like to have an informal chat about this role please email sarah@manchesterpride.com stating the role in the subject header.