



## Director of Operations

**Salary:** £65,000 - £80,000 starting salary, depending on experience (includes £3,500 London weighting), plus employers' pension contribution and 25 days annual leave

**Location:** London

**Contract:** Full time, permanent

## About Fair4All Finance

Fair4All Finance has been founded to support the financial wellbeing of the most vulnerable people in society. Our ambition is to increase access to fair, affordable and appropriate financial products and services. We are funded by dormant assets money for financial inclusion.

We are currently working on our first multi-year strategy, which will be in place by autumn 2019. Our initial focus is on addressing the problem of access to affordable credit by providing support and funding for the affordable credit market. Our intention is to deliver pilot programmes where we support small affordable credit providers to scale up or to disrupt the sector more broadly. We have also been commissioned by the HMT Financial Inclusion Policy Forum to explore how data currently works for poorer and vulnerable customers and are developing a fair and affordable credit standard.

## Role purpose

Our new Chief Executive, Sacha Romanovitch, will assume post on 1<sup>st</sup> September 2019. She is an inspiring leader who is leading work to evolve and deliver a strategy for Fair4All Finance that supports the financial wellbeing of the most vulnerable people in society. The Director of Operations role is an exciting opportunity to work closely with her and play a pivotal part in establishing the successful functioning of a small high-performing team and ambitious organisation.

This hands on role will directly deliver a broad range of functions that drive the development of Fair4All Finance including the recruitment and management of a small high-performing team, the successful procurement and management of specialist providers and effective collaborative working with partners, where a shared services approach to the delivery of key functions is feasible. Core duties will include;

- Finalising the establishment, implementation and running of resilient functions for finance, people, infrastructure (IT and facilities), policies, risk management, data protection and legal / contracting at Fair4All Finance, noting that we are a start-up organisation with a lean team and multiple and diverse stakeholders.
- To lead the successful delivery of Fair4All Finance's work by overseeing programme implementation for programmes delivered directly by Fair4All Finance and by overseeing delivery of work contracted to third party organisations in a contract management capacity.
- As necessary, to deputise for the CEO including on engagement with senior stakeholders particularly on operational and team matters.
- Establish and manage the finance support for Fair4All Finance.

## **What we are looking for**

The ideal candidate will have an appetite to take a pivotal role within an ambitious mission-led organisation in its nascent stages. As part of a small and ambitious team, the role holder will have visibility of all areas of the organisation and will significantly shape Fair4All Finance.

We are looking for someone with excellent organisational and communication skills, impeccable attention to detail and a high degree of financial literacy. The ideal applicant will be a qualified accountant, with good understanding of charities and foundations. This role would suit someone with experience of designing and implementing simple and efficient operational systems, processes and tools.

Due to the size and age of Fair4All Finance, we're also looking for someone incredibly adaptable, flexible and agile. Experience deputising for a CEO and within an impact focussed organisation are both desirable, as is a commercial approach and demonstrable experience of effective procurement, contract management and partnership development.

## **Main responsibilities**

### **Leadership and governance**

- Act as a core member of the senior leadership team of Fair4All Finance and play an instrumental role in shaping and growing the organisation and enabling us to deliver our mission
- Deputise for the CEO as needed
- Represent Fair4All Finance with senior stakeholders and funders as required
- Ensure the effective provision of secretariat functions to enable a robust governance approach and oversee the production and dissemination of all reports

### **Organisation establishment**

- Transition organisational arrangements from temporary, start-up phase, to steady state including taking a detailed handover from the outgoing Interim COO
- Work closely with the CEO and Strategy and Policy Lead to develop 3 – 5 year strategic plan for Fair4All Finance, including a detailed organisational structure and resourcing requirements to inform financial bids and investments

### **Operations**

- Accountable for ensuring robust systems and processes are in place for the successful delivery of the organisations' work and mission, including the appropriate documentation, resilience testing and refinement of these processes
- Risk management and ensuring risk registers and escalation procedures are kept up to date, ensuring visibility of risks and issues as appropriate
- Act as a change manager for all facets of change which impact on or are instigated by the organisation including ensuring these are appropriately communicated, enshrined in operational documentation and integrated with ongoing monitoring processes
- Lead business planning including planning for capacity requirements
- Ensure all relevant activity including analysis, contracting, procurement and delivery is properly tracked and captured to enable effective audit as required noting the financial as well as operational implications
- Contributes to continuous improvement in service delivery and operations by identifying common themes, addressing issues and suggesting implementable solutions
- Establish and manage cost effective and efficient provision of operational requirements including travel booking, courier, storage and archiving

- Oversee all procurement requirements for Fair4All Finance ensuring appropriately rigorous process to ensure value for money and to meet funder and regulatory expectations about transparency and competitive procurement

## **Finance**

- Establish and manage an appropriate finance function for Fair4All Finance with an emphasis on:
  - Supporting the CEO to secure funding from investors, grant givers and government (as appropriate)
  - Designing and implementing appropriate processes to comply with funding provisions and regulatory requirements for the receipt, management and subsequent utilisation of funds including as appropriate MLRO, fraud prevention and state aid compliance
  - Procuring and managing appropriate external advice and support including banking, treasury, payroll services, taxation returns, audit, transaction processing (receivable / payable), production of regular management accounts and annual accounts
  - In conjunction with appointed external advisor, ensure compliance with Companies House and other regular returns
  - Managing financial tracking and projections, contributing these as inputs to wider aspects of financial oversight of the organisation

## **People**

- Establish and manage people support for Fair4All with an emphasis on:
  - Designing an appropriate organisational structure and overseeing all recruitment once approval has been provided by the board
  - Developing and managing a full suite of HR policies, updating these when appropriate and monitoring compliance and performance against these including but not limited to; leave, expenses, benefits, performance management, ensuring that these are appropriate for an organisation like Fair4All Finance in terms of purpose, scale and comparability with other organisations in the sector
  - Supporting on resource and capacity planning, recruitment and people management
- Work collaboratively across all areas of the organisation to ensure an effective team culture
- Oversee recruitment of new roles including, where appropriate, conducting first stage interviews even where not the hiring manager
- Act as a role model for colleagues, helping to set the tone and culture for the organisation and provide constructive feedback to all colleagues and support the wider management team in challenging behaviours that are out of step with expectations
- Potential line management responsibility for team members

## **Infrastructure (IT and facilities)**

- Establish and manage appropriate infrastructure for Fair4All Finance with an emphasis on:
  - Maintaining appropriate IT and telecommunications provisioning for the organisation including VOIP, broadband, physical hardware (laptops), software licensing, backup and support
  - Develop and implement appropriate IT policies including archiving, GDPR, security, BYOD (bring your own device)
  - Establish and manage appropriate facilities arrangements including the procurement or sharing of office infrastructure (physical space, meeting room capacity, cleaning and security)

- Maintain and manage support communications infrastructure arrangements e.g. email and website hosting, domain name renewals etc.
- Support communications function including management of communications resources and procurement and provision of specialist communications infrastructure and support e.g. social media platforms presence, SEO etc.
- Identify and transition the organisation onto an appropriate CRM system and embed its proper use into day to day operations

### **Legal / contractual**

- Appoint and commission external legal support to;
  - Develop an appropriate suite of pro forma contracts to cover Fair4All Finance requirements including but not limited to; employment contracts, contracts for services, shared services agreements where sharing resources with other organisations, investment agreements, project funding agreements
  - Contract manage performance against contractual expectations
  - Ensure Fair4All Finance prepares for and complies with pending changes to regulation and policy

### **Programme delivery**

- Support the Strategy and Policy Lead on programme design and support on pre-procurement work to test the market for provision
- Lead and/or provide support for programme leads and associates for whole organisation workstreams and programmes
- Lead contract management related to programme delivery where this is contracted to an associate or third-party organisation, including ensuring compliance with contracted activities, reporting arrangements, and deliverables

### **Person Specification**

- Strategic thinker confident in acting as a sounding board for the CEO and other senior team members
- Financially literate with acute attention to detail
- Impact driven but with a commercial mindset and excellent business acumen
- Flexible and adaptable
- Process driven and systematic
- Demonstrates gravitas, credibility and the ability to manage difficult situations and the interests of many parties
- Commitment to the mission and vision of Fair4All Finance
- Excited by the opportunity to take a pivotal role within an ambitious mission-led organisation in its nascent stages

### **Experience and qualifications**

- Experience of successfully establishing and leading a broad operations remit encompassing all functions reflected in this role profile
- Qualified accountant, ideally educated to degree level business education, or degree level qualification with a management body or the relevant business experience to match those
- Experience of securing and managing funds from a variety of sources and contract managing the dissemination of those funds to meet funder requirements and achieve strategic results
- Experience deputising for CEO level role as required
- Experience in third-sector SME organisations with an emphasis on disruptive change / stimulating systematic improvement

## **To apply**

To apply for the role, please submit your CV and a cover letter detailing both your motivation for applying and how you meet the criteria for the post.

Cover letters should be no more than 600 words and should be saved into a single PDF along with your CV.

Please send applications to [jobs@fair4allfinance.org.uk](mailto:jobs@fair4allfinance.org.uk) with the subject: [Director of Operations Application - your initials.](#)

**Deadline:** Midnight, 18<sup>th</sup> September 2019