



ROLE PROFILE

DIRECTOR OF OPERATIONS



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POST:

Director of Operations

SALARY:

£90,000-£95,000

CONTRACT:

Permanent: This role is Full-time (37.5 hours/week), but part-time arrangements will be considered.

LOCATION:

Hybrid working: two days a week in the Bolton or London offices (based in White City) combined with home-working and travel across our Youth Zone Network as required.

REPORTING TO:

Chief Executive Officer

BENEFITS:

Agile working with flexibility in working hours; 25 days annual leave plus bank holidays (rising to a maximum of 30 days); birthday leave, additional annual leave purchase scheme; company matched pension; company sick, maternity, paternity & adoption pay; Employee Assistance Programme, active and engaged networks to join (including Equity, Diversity & Inclusion) and access to Charity Worker discounts.



OUR COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

As an equal opportunities employer, we welcome applications from under-represented groups; in particular from Black, Asian, Mixed Race & other ethnically diverse individuals, people with disabilities, and members of LGBTQ+ communities. Our dedicated ED&I Group, with support from the Senior Leadership Team, is actively promoting and advancing diversity and inclusion at OnSide, ensuring a culture where everyone can be themselves and thrive.

ABOUT ONSIDE

Potential is everywhere. In every home on every street, from affluent suburbs to inner-city estates. The difference is that some young people get every opportunity to explore their potential. Others don't.

We're OnSide, a national charity that believes all young people should have the opportunity to discover their passion and their purpose. To find out what they've got and where it could take them.

We fund and build state-of-the-art, multimillion-pound Youth Zones in the country's most economically disadvantaged areas. We train the amazing people that run them. We offer continuing support via the nationwide OnSide Network, where they can learn and grow, share their stories and celebrate their success together.

These are brand new, purpose-built spaces fizzing with energy, and crammed with incredible facilities. They are staffed by skilled and dedicated youth workers who truly believe in young people - helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it. This is life-changing support that helps tens of thousands of young people from a diverse range of backgrounds to thrive.

It's inspiring. It's empowering. And it works.

We know it works because we've been doing it for over a decade and we're in this for the long

term. Every new Youth Zone is built on the know-how of the last. Every success story writes the first chapter of the next. And we're just getting started.

This is passionate, properly funded youth provision, with no ifs or buts. A unique partnership between young people and their community, local authorities and private business leadership, and a growing movement of supporters who believe that how we treat the next generation defines who we are as a society.

Because when we really invest in young people, we all benefit - from who they are now, everything they might become and achieve, and everyone they might touch and inspire. All they need is the chance to shine - an environment where they can be their best selves - and you just watch them go.

It's about opportunity.

THE ROLE

To provide the results-focused, energetic leadership required for OnSide to deliver our strategic goals of refining our Youth Zone model, and to grow the OnSide Network with at least two Youth Zones opening a year in support of our 2035 Goal to have developed a flourishing Network of 35 Youth Zones, supporting over 150,000 young people per year, while encouraging the wider rebuilding of the youth sector.

JOB DESCRIPTION

KEY RESPONSIBILITIES

- To contribute as a member of the Strategy Team to the development and delivery of the Charity’s vision, values, strategy and business plans, ensuring that a clear understanding of what is required to develop new Youth Zones informs OnSide’s decision making
- To have primary oversight of OnSide’s key ambition to open new Youth Zones, with line management responsibility for the Head of Property & Construction; the Head of New Project Development; the Heads of Opening; and the Relationship Development Manager.
- To provide advice, challenge and support to the Relationship Development Manager, while developing effective relationships with key Council, Combined Authority and private sector figures, to deliver two new Youth Zones each year, extending our reach to the developed nations
- To oversee the development, costing and promotion of the Youth Zone 2.0 design and operating model to ensure Councils commit to their development in new towns across the UK
- To provide advice, challenge and support to the Head of New Project Development and Heads of Opening to resolve any issues when they occur and so that each new Youth Zone has the best possible start to life, with personal involvement where appropriate
- To hold overall oversight for delivery of all Youth Zone projects, supporting the Head of New Project Development to ensure effective communication, coordination and working across OnSide teams
- To support new Youth Zones’ fundraising through encouraging sufficient Board focus, helping to remove any blockages, and through personal involvement with key donors and at key events as required
- To develop strong and effective relationships with the Chairs of the in-development Youth Zones to build their trust in OnSide and the Network, before handing on these relationships to OnSide’s Director of Network Support and Engagement after opening
- To work with the Chairs, the Head of New Project Development and Heads of Opening to develop strong, effective, and diverse Boards, drawing on the recent Network Governance Review
- To create an open and innovative environment where each new opening is used as an opportunity for continuous improvement.
- Promote equity, diversity, fairness and inclusion in all aspects of staff development.
- Be an ambassador of the OnSide culture; consistently defining ways to identify and reinforce behaviours that align with OnSide values

PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, knowledge and aptitudes listed below throughout the recruitment process. However, if you don’t meet every single requirement but feel you have strong and relevant transferrable skills or lived experience to draw from, we encourage you to apply anyway.

Why? Studies have shown that women and Black, Asian, Mixed Race & other ethnically diverse people are less likely to apply for jobs unless they meet every single criteria/competency. OnSide are dedicated to driving change and to building diverse, inclusive, and authentic workplaces, so if you’re excited about this role but your past experience doesn’t align perfectly **please tell us how your experience is transferrable**. You may be just the right candidate!

SELECTION CRITERIA
EXPERIENCE
Experience of working with local Councils to build up their appetite for and ultimately to commit to invest scarce funds in new ventures
Experience of developing effective relationships with senior, time-scarce figures (e.g. Local Council Leaders, Youth Zone Chairs and major funders) to ensure their support and commitment
Experience of having overall responsibility for the effective delivery of major, complex projects that require ongoing problem solving and the contribution of those outside of direct line-management control
Experience of hands on, multi-disciplinary team management to drive strong performance from teams with a rich blend of experience, skills and motivators
Experience of working at a senior level within an organisation to ensure delivery aligns with and contributes to overall strategic aims
SKILLS, KNOWLEDGE AND APTITUDES
Ability to communicate, both verbally and in written communications, with confidence and credibility
Ability to advise, influence and inspire in order to gain support for their views
Be creative and solutions focussed with a ‘can do attitude’; dealing with complex problems is just a challenge not an obstacle!
An understanding of the local authority environment in the UK
Financial acumen and the ability to set and work within restricted budgets

Ability to think strategically, to plan, organise and manage well
A passion for our youth focussed mission & core values
Commitment to Equity, Diversity & Inclusion
A willingness to travel & work flexibly, including some evening or weekend work
A believer: a genuine passion for the goals of OnSide

GENERAL INFORMATION

This role will be contractually based at our Bolton or London (White City) office with hybrid working; in practice this will involve working two days a week in the office, combined with home working and travel across our Youth Zone network as required. It will also require occasional overnight stays. Home working risk assessments are carried out for all employees working at home, and appropriate equipment provided.

In accordance with our Child Protection and Safeguarding procedures, this position requires a basic DBS check.

APPLICATION PROCESS / EXPRESSIONS OF INTEREST

- We encourage you to discuss your interest with your line manager in the first instance.
- If you would like an informal chat, please contact Jamie Masraff at Jamie.Masraff@onsideyouthzones.org or by phone on 07867 456192.
- Following this, please send a copy of your CV together with a covering letter outlining why you are a suitable candidate for this role by **5pm on Tuesday 18 March** to hr@onsideyouthzones.org.
- OnSide will contact your line manager/Chief Executive for a supporting statement/discussion.
- Professional discussions/interviews will be held with candidates on the dates below -
 - Stage 1 (virtual) - Wednesday 26 March
 - Stage 2 (in-person) - morning of Wednesday 2 April

For information on how OnSide processes your data, go to
OnSide Youth Zones Job Applicant Privacy Notice - OnSide Youth Zones



OUR VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.



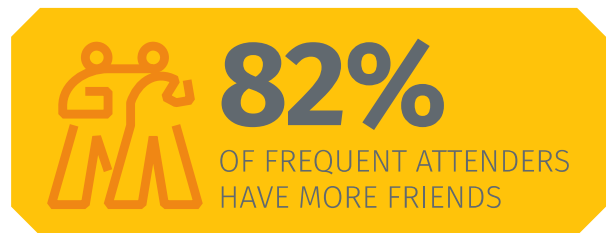
OnSide

Here for young people

PROVEN IMPACT



GIVE YOUNG PEOPLE A SAFE EXCITING PLACE TO GO TO HAVE FUN,
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES

