

## Head of Operations and Development



July 2024

**ENS is seeking a Head of Operations and Development to play a pivotal role in enabling ENS to fulfil its mission to break the cycle of statelessness in Europe and realise everyone's right to a nationality.**

This is an exciting opportunity to help lead and shape the way we deliver our new [Strategic Plan](#) working at the forefront of one of the most pressing human rights issues.

The European Network on Statelessness (ENS) is a civil society alliance of over 180 members in 41 countries, committed to breaking the cycle of statelessness in Europe and realising everyone's right to a nationality. We are dedicated to raising awareness about statelessness, supporting legal and policy development, and building civil society's capacity to act. At the heart of our work lies the understanding that stateless people and their communities should be leaders of change.

The Head of Operations and Development will work as part of the Senior Management Team, which includes the Director and the Head of Policy & Advocacy, to ensure ENS's continued success and growth. The role demands a high level of aptitude, leadership, flexibility, initiative, and commitment.

The successful candidate will play a pivotal role in leading and developing ENS's strategic and operational planning, monitoring implementation, financial management, fundraising, and organisational development. They will contribute to the management and sustainable growth of ENS by ensuring that efficient systems and procedures are in place. They will oversee financial management, working closely with the Finance Manager, and will manage our HR function, helping to foster a positive organisational culture aligned with our values.

Collaborating with the Director and Head of Policy & Advocacy, the successful candidate will also work to diversify income streams and build strategic partnerships to support our growth and ensure that we fulfil our strategic objectives. They will implement robust monitoring, evaluation, and learning processes to measure and enhance our impact. The role involves coordinating pan-regional projects and events that engage our members across Europe.

The ideal candidate will bring at least five years of experience in a senior operations role, preferably within the non-profit sector. They will have a proven track record in financial management, fundraising/development and operational excellence. Strong leadership skills, a collaborative approach, and a commitment to human rights are essential for success in this role. Given the wide-ranging nature of the role, we are open to candidates who have relatively less experience in a certain area provided they can deliver in the role and clearly demonstrate their aptitude to develop any skills as necessary.

The candidate will be contributing positively to our dynamic organisational ethos and cross-team working where all ideas are valued, and innovation is encouraged. They will be able to fit well into a fast-paced and demanding environment with an international focus.

We are looking for someone with an interest in developing their skills as we take on new challenges in fulfilling our new strategic plan. The role represents an exciting opportunity for candidates who want to make a real difference working for a dynamic organisation that consistently punches above its weight, and who possess the necessary ambition, as well as a commitment to work with stateless people across Europe.

We provide a friendly and welcoming team environment. This includes weekly staff team and catch-up meetings with line managers, flexible working arrangements, opportunities for travel, and opportunities for learning and professional development.

**We particularly welcome applications from stateless (or formerly stateless) individuals, and people from a migrant, refugee, or minority background. If you require support with your application, please get in touch to discuss this further with us.**

**ENS is committed to Safer Recruitment and all appointments are subject to satisfactory references and pre-employment checks as required in line with our Safeguarding Policy.**

**ENS has a flexible working policy and is open to considering the role being undertaken on a part-time basis. Please specify your preferred work hours when applying. We will be happy to discuss flexible working options at the interview stage.**

**Please note that all applicants must have an existing right to work in the UK. Unfortunately, we are unable to sponsor visa applications for this post.**

**If you would like to discuss any aspects of the role, please contact ENS Director, Chris Nash ([chris.nash@statelessness.eu](mailto:chris.nash@statelessness.eu)).**

## Job Description

### Head of Operations and Development

<b>Location</b>	London (SE1) office & working from home <i>ENS operates a hybrid working model with staff working partly from home and partly from the office. The postholder would usually be required to work in the office a minimum of one day per week during their probation period and a minimum number of days per month to be agreed with their Line Manager thereafter</i>
<b>Reporting to</b>	Director
<b>Responsible for</b>	Finance Manager and Operations & Partnerships Officer
<b>Contract type</b>	Permanent contract
<b>Hours of work</b>	35 hours per week (full-time) <i>ENS has a flexible working policy and is open to considering the role being undertaken on a part-time basis. Please specify your preferred work hours when applying</i>
<b>Salary</b>	£51,390 <i>ENS operates an annual inflation linked salary review which is subject to Board approval</i>
<b>Other entitlements</b>	25 days annual holiday (with an additional day for each completed year of service up to 5 days), 5% employer pension contribution, enhanced family friendly policies, enhanced sick leave and sick pay, and an employee assistance programme.

## Main Responsibilities

### 1. Operations

- Contribute to and assume oversight of ENS's strategic and annual operational planning
- Working with the Director and Head of Policy & Advocacy, ensure ENS has a robust monitoring, evaluation and learning (MEL) framework and processes in line with the organisation's strategy including recording and regularly reviewing the impact of the work across different strategic goals
- Oversee operations, including reviewing and implementing operational procedures and systems to increase efficiency
- Lead on organisational risk management including compliance, identifying emerging risks, monitoring existing risks, and identifying and implementing agreed mitigation and control strategies
- Work closely with the Director to develop working papers for the Trustees and attend Board and Committee meetings as required

### 2. Finance

- Oversee financial management and systems, working closely with the Finance Manager to oversee the allocation of resources, budgeting, grant management, statutory and management finance reporting, and day-to-day running of finances

- Sit on the Board Finance Committee, attend meetings and support decision-making through provision of necessary information, and present this in person at Board meetings where required
- Work with the Director, Finance Manager and Finance Committee to develop the annual budget, forecasting, and monitoring the budget throughout the fiscal year

### **3. HR**

- Oversee all aspects of our HR function, working closely with the Operations & Partnerships Officer and our external HR services provider to maintain effective HR systems including overseeing the development and implementation of new policies
- Keep informed about wider issues and policies that might affect ENS' work
- Ensure that Equality and Diversity policies and procedures are continually observed and monitored, and that appropriate training is provided to staff, volunteers, and Board members as necessary

### **4. Fundraising & Development**

- Work with the Director and Head of Policy & Advocacy to diversify income streams, identify and engage new funding relationships and build new strategic partnerships including corporate and pro bono support (existing and new relationships)
- Sit on and support the work of the Board Fundraising Subcommittee
- Support and when appropriate lead on drafting proposals and reports to funders
- Support ongoing prospecting and development/implementation of the fundraising strategy

### **5. IT and data management**

- Oversee development of the new CRM system and support other functions by driving innovation through use of new software and platforms
- Responsible for supporting colleagues with Microsoft 365 tools and other routine IT support requests
- Act as Data Controller and be responsible for ensuring the organisation's data protection policy and its implementation are compliant with GDPR and other legal requirements
- Oversee equipment purchases and review the organisation's IT needs
- Manage the organisation's Office 365 tenancy (including SharePoint and Teams implementation) and oversee purchase of other online services and systems (including email, CRM, and campaigning software)
- Ensure effective management of out-sourced web hosting

### **6. Project management and events**

- Develop a consistent project planning, implementation, and monitoring process (including finance and budgeting) to be applied across different funding streams, thematic areas, and functions
- Working with the Operations & Partnerships Officer, oversee planning and organisation of ENS events in locations across Europe, including regional conferences, training events, and membership/other meetings
- Coordinate pan-regional projects engaging members, including to plan budgets and monitor outputs
- Analyse and improve organisational processes, and work to improve quality, productivity, and efficiency

### **7. Management & Other**

- Sit on the Senior Management Team (SMT) to support decision-making, fundraising, and strategic planning to ensure the sustainable development and operational efficacy of ENS
- Line-manage the Finance Manager and Operations & Partnerships Officer roles

- This job description is not exhaustive but is a guide to the main functions and responsibilities of the post. It is subject to review in the light of changes and development of the organisation. The post holder may be asked to undertake other duties for which the post holder has the necessary experience and/or training
- On occasions when required, work outside usual office hours and away from the office (this will likely involve travel within Europe)

<b>Person Specification</b>
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### Essential Criteria

Candidates must demonstrate and explain in their application how and why their previous experience, skills, abilities, and knowledge meet each of the requirements of this post. Please indicate in your responses in the application how you meet the different criteria below.

Skills and knowledge gained from lived experience, from voluntary work or from paid work are all equally valuable, so please do include these in your application.

***We encourage applications from individuals who are passionate about our mission, even if they do not meet all the listed criteria and provided that they can demonstrate the aptitude to develop the necessary skills, and a strong commitment to our organisation and mission.***

1. Minimum of five years' experience in a senior operations function, preferably within a small to medium sized non-profit organisation
2. Demonstrated experience in developing and implementing strategic plans to achieve organisational goals, including experience in designing and implementing effective monitoring and evaluation frameworks
3. Proven track record in successful fundraising, including prospecting, project development, donor cultivation, funding applications, and funder reporting
4. Proven experience of charity financial management, budgeting, reporting, and accounting systems (Xero or similar)
5. Significant operational experience, including HR, improving policies and systems, and contracting
6. Sound understanding of charity governance structures and statutory requirements
7. Highly proficient in Microsoft 365 and CRM, with proficiency in leveraging technology to support various functions such as finance, membership, and project management.
8. Proven expertise in European and UK data protection laws and practices including an in-depth understanding of the GDPR
9. Staff management experience in charity or not-for-profit environments
10. A collaborative leader who can build relationships with team members at all levels, inform decision making, drive development, and help us fulfil our mission
11. Excellent written and verbal communication skills

12. Commitment to implementing equality, diversity, and human rights values and best practice standards throughout all areas of work
13. Please note that the post is based in the UK and all applicants must have an existing right to live and work in the UK. Proof of right to work in the UK will be required from the successful candidate. Unfortunately, ENS cannot sponsor visa applications.

## Desirable Criteria

The postholder may meet some or all of the following *desirable criteria* for the post:

1. Experience of working for a civil society alliance, coalition, or network/membership NGO working on human rights issues in Europe
2. Demonstrated ability to organise and manage events, including conferences and training events in various locations
3. Proven experience in risk management, including identifying, monitoring, and implementing mitigation strategies
4. Experience in developing and implementing corporate partnerships and pro bono support programmes
5. Knowledge of legal and compliance requirements for non-profit organizations operating across multiple European countries
6. Experience in implementing and managing Office 365 tenancy, including SharePoint and Teams
7. Experience in coordinating pan-regional projects involving multiple stakeholders
8. Competency in additional languages (particularly French, Spanish, German, Arabic, Russian, Kurdish, Serbo-Croat and Romani languages) and experience of working in a multi-language environment

<b>Data policy</b>
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The European Network on Statelessness (ENS) is a registered Charitable Incorporated Organisation in England (charity number 11583414). Our registered address is 28 Stainforth Road, London E17 9RD, United Kingdom. ENS is committed to ensuring that your privacy is protected. Any data requested will be used for recruitment purposes only; to screen candidates and judge their suitability to progress to interview. ENS will not share the data with other organisations for marketing purposes. Data collected in the UK is held in accordance with the General Data Protection Regulation (EU) 2016/679 and the UK Data Protection Act 2018. The information we collect from you will be stored in the European Economic Area ("EEA"). We will keep your personal information for 12 months after which it will be deleted, unless a longer or shorter retention period is required by law, is necessary in the course of legal proceedings or is otherwise needed for a particular purpose under applicable law. We may keep your personal information for a shorter period if you ask us to delete your personal information. In such a case, ENS will aim to delete your personal information within a maximum period of one month from the date of the request. You have the right to request a copy of data we hold on you, to rectify your data and to restrict processing of your data. You can email at or write to us at ENS, 28 Stainforth Road, London E17 9RD, United Kingdom. For more information on how we process data and your rights please read our [general privacy policy](#).

## Safeguarding

ENS is committed to Safer Recruitment and all appointments are subject to satisfactory references and pre-employment checks (including a DBS check) as required and in line with our Safeguarding Policy and Procedures. More information, including a copy of ENS's Safeguarding Policy, can be provided on request.

## Application Procedure

Candidates should send a completed [Application form](#) to [info@statelessness.eu](mailto:info@statelessness.eu) **no later 2 September 2024 (9:00 AM GMT)**, stating "Head of Operations & Development" in the subject heading.

Candidates are also encouraged to fill out an online [Equality and diversity form](#). Your co-operation in completing this form is greatly appreciated, but not mandatory. Any information you provide is treated in strictest confidence and does not form part of your application.

Regrettably, due to the large number of applications we usually receive, it is not possible to write to you should you not be shortlisted for an interview. If you have not heard from us within 10 days of the closing date, please assume that your application has not been successful on this occasion.

For questions about the role, contact ENS Director, Chris Nash ([chris.nash@statelessness.eu](mailto:chris.nash@statelessness.eu)).

Interviews with shortlisted candidate will be **held on 9 September**. Please indicate in your application email if you would not be able to attend an interview (online or in person at our London office) on that day.