

# ****PiPA Operations Manager****

## Job Description

**Hours:** 28 hours per week

**Working Pattern:** Part-time, flexible, home based anywhere in the UK but possibility of office base in Yorkshire

**Salary:** c.£30,000 pro rata. Laptop and technical equipment and IT support provided. All PiPA related travel expenses are covered by the Charity.

**Holiday Entitlement:** 25 days annual leave plus eight public holidays, pro-rated to hours workedplus four days annual office closure between Christmas and New Year.

**Contract duration:** Permanent

**Responsible to:** Co-CEO Cassie Raine

**Line Management:** No direct reports at present but likely to change in future

### ****About PiPA****

Parents & Carers in Performing Arts (PiPA) believes that a truly world class performing arts is inclusive of all talents and circumstances. We work together to amplify the voices of parents and carers and encourage a new mindset, that parents and carers enrich the performing arts. We show what’s possible by working in partnership with organisations to find new ways of working that are inclusive of parents and carers. In just five years we have established an industry-led Best Practice programme of change management with over 50 leading performing arts organisations taking part.

### ****Purpose of the role****

The Operations Manager is a core member of the PiPA team and is responsible for providing effective operational support to the CEOs in leading the organisation. PiPA is a small organisation which punches above its weight. The team currently consists of seven people, located across the UK, the majority of whom work part-time and flexibly. We support over 55 performing arts organisations who take part in the PiPA Charter Programme, all at different stages of their journey towards becoming family friendly employers. We generally have at least two to three action research projects underway at any one time, as well as a busy programme of events, online and soon to be in-person. The Operations Manager is key to ensuring the smooth running of our programmes and activities, ensuring work is delivered on time and to budget and any risks are flagged to CEOs as early as possible.

Overall responsibility for the management and delivery of the HR, IT and Back Office systems, all policies and procedures as well as procurement and management of equipment sits with the Operations Manager. The Operations Manager provides support with recruitment and support to the CEOs and staff as required, and provides the secretariat to the Board of Trustees.

This role would suit someone who can communicate confidently at all levels, is highly organised, has a meticulous eye for detail and who thrives in a fast-paced working environment. This is a role at a growing, highly impactful organisation, with high levels of responsibility for an ambitious candidate.

A proven self-starter, you will be confident and able to triage priority tasks and set your own deadlines to ensure timely delivery. You will be responsible for setting and completing your own tasks independently, but also liaising with the team to manage and maintain an effective overview of all aspects of the PiPA programme and deliverables.

The successful candidate may be asked to attend or participate in training or workshops as needed in order to keep up to date on the latest guidelines (such as GDPR and other policies). PiPA will meet the costs of this training.

In return we proactively promote work-life balance and provide a high degree of flexibility and autonomy in the role.

### ****Main duties and responsibilities****

## ****Operations (internal)****

* Work with CEOs to proactively mitigate financial and legal risks to the organisation and trustees
* Act as PiPA’s Data Protection Officer and ensure PiPA activities are GDPR compliant, meet board policies and directions, criteria by funders, as well as legislative requirements
* Working closely with the CEOs, to collate information about funders, targets, funding applications and subsequent outcomes which will then be reported to the Board
* Improving and maintaining effective administrative systems including shared online folders
* Reviewing and revising procedures, working with other members of the team to ensure that all procedures are kept up to date and are appropriately assigned in order to maximise efficiency
* Oversee effective CRM system, making sure the system is maintained and functioning to the standards required by the team, which includes confirming staff are following procedures to ensure information is up to date
* Maintain a comprehensive overview of all projects, liaising with individual project managers to track deadlines and potential project conflicts. The Operations Manager would be responsible for reporting to CEOs on the status of the overall programme, noting any critical pinch points and advising if additional support would be needed
* Work together with members of the projects team to edit or create partnership agreements including MOUs, Charter Partner agreements and Strategic Partner agreements which outline the details of partnership working and participation in the Charter Programme
* Ensure monitoring and reporting information is gathered for Trustees and funders and targets are achieved

## Trustee and Board Support

* To fulfil the role of Company Secretary, ensuring compliance with all statutory requirements as a charity
* Filing of regulatory documents as required including with Companies House and the Charity Commission
* Preparations for Trustees’ meetings with Chair and Co-CEOs including:
* With the Chair and CEOs, prepare a focused agenda for the Board meetings and committee meetings
* Responsible for scheduling meetings for the Board; including general board meetings, Committee meetings, organising meeting rooms and/or online meetings, and maintaining accurate records of attendance at future board meetings.
* Keep accurate records of current Trustees, and their contact details, updating charity governance websites as needed
* Maintain an accurate database of committees and the members on each committee
* Liaise with those preparing papers to make sure the papers are on track for delivery, and distribute the agenda and papers as required undertaking any necessary formatting
* Ensure all regular reporting requirements are met for each Board meeting, including Inclusion and Diversity and Communications, liaising with those responsible for producing the papers to ensure they are delivered on time
* Circulation of documents and any relevant follow up
* Participation in person in at least two Trustees’ meetings per year, held in Yorkshire, and two online Board meetings; and the annual Board Away Day, held in person, location tbc.
* Participation in meeting including:
  + Accurate minute taking and recording of Trustees’ decisions
  + Production and circulation of Minutes

## ****Human resources****

* Function as the HR lead for the organisation
* Managing the recruitment, contracting and induction process for all posts ensuring all that recruitment is compliant with PiPA’s Inclusion and Diversity strategy
* Manage holiday leave, TOIL and general PiPA HR systems through our online management systems (currently Breathe HR)
* Develop and implement up to date policies and procedures for the recruitment, retention and development of staff and freelance contractor
* Ensure up-to-date job descriptions and performance evaluation procedures are in place and implemented
* Chiefly responsible for making sure that internal policies are kept up-to-date with current government guidelines, taking care to create, draft and have approved any policies that are missing and needed
* Responsible for maintaining rigorous and robust policies and procedures across all departments including, but not limited to HR, GDPR, Family Friendly working Policies and Equal Opportunities

## IT

* Work directly with external IT consultant to ensure effective development and administration of IT systems, such as databases, email, cloud filing, back-up and online communication tools including Teams, Skype, Zoom as well as web/video/audio conferencing systems
* Liaise with IT consultant to procure IT equipment including phones, laptops, Microsoft Office, Asana, subscriptions and warranties
* Act as key contact with website admin, linking up with the Communications Officer and Charter Programme Manager as needed to maintain the company website

## Inclusion & Diversity

* Play a key role in delivering PiPAs’ Inclusion and Diversity strategy by ensuring that KPI’s are being met and reporting is up to date and accurate, identifying risks as necessary
* Proactively support Access requirements throughout recruitment and retention of staff, leading on Access to Work applications as necessary

### ****Professional Experience****

* A minimum three years’ experience of working in a similar role or with similar responsibilities, ideally in a charity and/or Arts organisation
* Ability to manage multiple priorities, projects, budgets and timelines and work calmly under pressure and to deadline
* Experience of managing HR matters including maintaining up to date policies and procedures
* Experience of managing a CRM
* Proven experience in budget management and with the ability to manage and maintain varying budgets including company-wide budgets or project-specific budgets
* Ability to nurture trust-based relationships with staff, CEOs and Trustees, ensuring confidentiality is preserved at all times
* Partnership building and managing stakeholder relationships
* As PiPA grows, we expect to add new posts that will report to the Operations Manager, and so line management experience will be helpful

### ****Person Specification****

* Excellent verbal and written communication skills and attention to detail
* Strong IT skills, with the confidence to manage both familiar and unfamiliar technologies and liaise with external IT support as required
* Meticulous organisational and administrative skills
* A good team worker, pro-active, flexible and independent, with a friendly manner
* Excellent time management, planning and coordination skills
* Highly accurate and precise in carrying out any task
* Ability to work with high levels of confidential information and use discretion in all aspects of the role
* An understanding/ knowledge of the challenges faced by performing arts practitioners with caring responsibilities, particularly those who are D/deaf and/or disabled, people from ethnically diverse backgrounds, and/ or from low-socio-economic backgrounds
* Self-starter with a flexible mindset and the confidence to lead, but awareness of when collaboration is required

### Application Process

Diversity of experience, thought and voice adds immeasurable strength to our team. PiPA welcomes applications from everyone regardless of their age, sex, race, religion or belief, sexual orientation, gender identity, ethnicity, disability or nationality. We respect and value what everyone can bring to PiPA.

We are keen to hear from people from underrepresented groups in the performing arts (including people who are **Black, Asian, Dual Heritage** or from an **Ethnically diverse background; D/deaf & Disabled people;** people who are from **lower socio-economic backgrounds**; and/or people with **caring responsibilities**, or any other **under-represented backgrounds** in the performing arts sector.)

PiPA enables and empowers parents and carers. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives, for example through job shares or flexible working arrangements.

To apply for this role please submit the following to [recruitment@pipacampaign.com](mailto:recruitment@pipacampaign.com):

* Completed Application form\*
* Completed Monitoring form\*
* A video, audio or written statement outlining your relevant professional experience and lived experience to date will enable you to deliver the areas within this role, and why you would like to work with PiPA. Written statement should be no more than two pages, and video/audio responses no longer than five minutes.
* An up to date CV.

\* PiPA is committed to attracting, supporting, and retaining a more diverse and flexible workforce. Our application materials are available in a range of accessible formats, and we accept audio and/or video applications as well as written. If you require any of the application materials in alternative format, or wish to discuss submitting an application in an alternative format, please don’t hesitate to contact [bryony@pipacampaign.com](mailto:bryony@pipacampaign.com). Additionally, if you are unable to complete the Application & Monitoring forms in the given written format, please email [bryony@pipacampaign.com](mailto:bryony@pipacampaign.com). She can arrange a phone or video call to take down your answers.

Bryony is not involved in the applicant selection process and all monitoring form discussions will be kept strictly confidential.

The deadline for submissions is **Monday 9th May 2022, 9am.**

* A short list of candidates will be invited to interview via Zoom. Interviews are expected to be conducted on 16th/ 17th May 2022.
* The role will start mid to late June 2022

## ****Please send your application form and monitoring form along with your personal statement and CV, to****[recruitment@pipacampaign.com](mailto:recruitment@pipacampaign.com)****by Monday, 9th May 2022, 9am.****

Outside of access enquiries, all questions about this role and the application process should be directed to [**recruitment@pipacampaign.com**](mailto:recruitment@pipacampaign.com)**.**