

## Job Description

**Job Title:** Head of Business Operations

**Salary:** £40,000 per annum (£32,000 per annum pro rata) + 10% company pension on successful completion of probation

**Contract:** Permanent

**Base:** The Brain Charity, Norton Street, Liverpool, L3 8LR

**Hours:** Part Time - 30 hours per week

**Responsible to:** Chief Executive Officer

**Direct Reports:** 4

### Summary of Role

The Head of Business Operations will play a key leadership role within The Brain Charity, leading and overseeing the effective and safe delivery of a range of business and operational activities. This includes responsibility for premises management, health and safety, data protection compliance, ICT systems, and operational services such as room hire and café provision.

Working closely with the Chief Executive Officer and senior colleagues, the role will ensure that systems, processes and services run efficiently, meet regulatory requirements, and support the charity's wider objectives. The postholder will also lead on continuous improvement, oversee operational performance, manage budgets and commercial activities, and develop sustainable income-generating services that support people living with neurological conditions.

### Key Responsibilities

#### Management of Physical Assets

- Hold responsibility for the organisation's assets register.
- Ensure that all buildings owned by the organisation and their fixtures and fittings are maintained to a high standard in a cost-effective way.

#### Health & Safety, Security & Business Continuity

- Provide leadership and assurance on the effectiveness of Health & Safety controls across the organisation.
- Ensure the safe, secure and continuous operation of the charity's premises, including oversight of access arrangements, security controls, and incident response.

- Ensure Health & Safety and food safety policies are in place, effectively implemented, embedded into day-to-day operations, and consistently monitored to maintain full compliance across all operational activities.
- Ensure statutory checks, monitoring activities and remedial actions are completed, documented and reviewed in line with regulatory requirements.
- Maintain organisational readiness for incidents affecting premises safety, security, or continuity of service delivery, and act as the designated Deputy within the Business Continuity Plan, carrying out responsibilities in line with the defined scope and actions of the plan.
- Act as a designated security key holder and first point of contact for premises alarm activations and building security incidents, ensuring appropriate timely response and escalation.

### **Data Protection & GDPR**

- Support and contribute to ensuring compliance with GDPR and data protection legislation across the organisation.
- Support the CEO and senior leadership team in meeting data protection responsibilities, including compliance reporting and engagement with the ICO and Subject Access Requests where required.

### **ICT, Digital & Systems Oversight**

- Provide oversight of ICT infrastructure, Microsoft 365 accounts and CRM systems, ensuring they support operational and business objectives.
- Produce and present quarterly reports covering ICT performance, KPIs, system risks and improvement activity.
- Manage supplier relationships and contracts for IT support services, including due diligence, contract management and renewal.
- Support ICT and CRM development initiatives in line with organisational priorities.
- Ensure compliance with Cyber Essentials requirements and oversee the organisation's cyber security posture.

### **Operational Management**

- Take responsibility for improving the performance, productivity, efficiency, and profitability of the café, room hire services.
- Work collaboratively with the Communications Team to support the promotion and advertising of business activities, including room hire and café services.
- Lead and manage facilities refurbishment and improvement projects, ensuring they are delivered safely, on time and within budget.
- Oversee contractor engagement ensuring compliance with Health & Safety and contractual requirements during works.
- Ensure appropriate insurance policies are in place, regularly reviewed and maintained in line with organisational risk exposure.

- Act as the operational lead for insurance-related matters, including renewals and claims support.
- Support the CEO and Trustee Board with financial matters relating to business activities as required.
- Monitor and analyse business data, producing reports and delivering presentations to senior management and the trustee board.

### **Financial Management**

- Set and manage budgets for existing product and service delivery.
- Forecast sales targets and monitor progress against these.
- Support the CEO and Trustee Board with financial matters related to business activities as required.

### **People Management**

- Take responsibility for being up to date with the charity's current policies and procedures and ensure they are adhered to by all staff within your department.
- Monitor, performance manage and improve the efficiency of all direct reports.
- Support the professional development of all direct reports.
- Provide ongoing and regular formal supervision through the organisation's supervision and appraisal framework.
- Motivate staff to achieve their KPIs through quality controls.
- Monitor, train and support all volunteers.
- Delegate tasks to achieve the overall aims of the organisation in line with own responsibilities.
- Contribute to The Brain Charity management rota when required.

### **Other**

- Take responsibility for being up to date with the charity's current policies and procedures and to adhere to these.
- Actively support promotional and fundraising events for The Brain Charity, attending a minimum of 1 fundraising or client-focussed event over the course of a year.
- Assist and support volunteers within the team as and when required.
- Carry out any other reasonable tasks which may be required by the charity from time to time.
- Regularly provide cover for all aspects of the department you belong to during any absence relating to your colleagues.

## Person Specification

Area	Detail of requirements	Essential / Desirable
Qualifications	Educated to A-level or equivalent vocational qualification level.	E
	Degree or equivalent in a relevant discipline (Business, finance, marketing or management subjects) or equivalent experience.	D
	Project management qualification or equivalent experience.	D
Skills & Abilities	People management & delegation skills.	E
	Highly organised with excellent time and workload management skills.	E
	Able to adapt communication styles to fit audience.	E
	Able to work to tight deadlines under pressure.	E
	Excellent written, verbal and interpersonal communication skills.	E
	Data management and IT skills.	E
	Presentation skills.	E
	Business Acumen.	E
Knowledge & Experience	Strong, persuasive negotiating skills.	E
	At least three years' experience in a similar role, operating at managerial level.	E
	Experience of running successful business activities.	E
	Proven track record in income growth.	E
Personal Attributes	Proven track record of generating income from corporate partnerships.	E
	Diplomatic.	E
	Ambitious & driven.	E
	Entrepreneurial and creative.	E
	Commitment to Equal Opportunities.	E

	<p>Confident communicator and networker.</p> <p>Self-starter.</p>	<p>E</p> <p>E</p>
Other	<p>Satisfactory completion of an enhanced DBS Check (specify if any barred list check).</p> <p>Commitment to the Mission and Values of The Brain Charity.</p>	<p>E</p> <p>E</p>

In addition to those elements listed above, staff and volunteers at The Brain Charity work to a set of core values.

### **Our values are:**

#### **Kindness**

We genuinely welcome everyone to our Charity and believe that each person has a unique talent and the ability to make the world a better place.

#### **Commitment**

We will travel side by side with everyone throughout their journey no matter how complex, how long or how difficult. We roll up our sleeves whenever and wherever we need to.

#### **Authenticity**

We accept and understand that the broadness of our own diversity and personal experience impacts directly on the level of quality and compassion delivered within our services.

#### **Courage**

We will challenge the status quo, welcome change and bravely take on any new challenges in the spirit of adventure.

#### **Optimism**

We believe that equality for people with neurological conditions is now within reach and we will strive each and every day until prejudice and lack of opportunity are removed from our society.