

Job title: Head of Engagement and Operations

Contract type: Permanent, full time (37 hours a week)

Location: Hybrid. Two days (Tuesday and Wednesday) in the office, central London

Salary range: £45,000 to £50,000, with an expected starting salary between £45,000 and £47,000, depending on experience

Holiday allowance: 32 days per year (excluding bank holidays), which includes five compulsory days between Christmas and New Year

Reports to: Executive Director

Line management: Events and Partnerships Officer, Communications Officer, Office and Operations Coordinator

Job purpose

As the Head of Engagement and Operations, you'll support the Executive Director in leading AMOSSHE as a senior leader. You'll be responsible for handling operational management, which includes acting as the Deputy Director for the organisation. You'll oversee strategic areas involving member engagement, ensuring the effective delivery of our membership services, and driving strategic initiatives. You'll have line management responsibilities for the team.

Key responsibilities:

- Support the Executive Director in key work areas and represent and act as the AMOSSHE lead in their absence.
- Lead on developing and delivering strategies to engage our members.
- Oversee the core operational duties, including administration, communications, sponsorship and events.
- Line manage the Events and Partnerships Officer, Communications Officer, and Office and Operations Coordinator.
- Manage events, sponsorship, and administration budgets.
- Manage outsourced HR support, including staff onboarding, policy updates, HR software, and training.

Strategic leadership

- Assist the Executive Director in developing and implementing AMOSSHE's strategic plan.
- Provide leadership and direction in line with AMOSSHE's values and vision.
- Turn strategic objectives into clear and actionable plans.
- Review outcomes and monitor progress to achieve our organisation's objectives.

- Cover for the Executive Director in areas including leading the team, contributing to meetings and events, presenting at Executive Committee meetings, and supporting financial planning.
- Work closely with the Executive Committee on activities linked to key areas of responsibilities, including strategic priorities.
- Represent AMOSSHE at events and meetings.

Operational management

- Oversee the day-to-day operations to ensure efficient and effective service delivery to members.
- Manage the core operational duties, including administration, communications, sponsorship and events.
- Implement policies and procedures to enhance operational efficiency.
- Manage the administration budget with the support of the Office and Operations Coordinator.
- Manage outsourced HR support, including staff onboarding, policy updates, HR software, core online staff training, and updating employment and health and safety legislations.
- Ensure compliance with organisational policies and legal requirements.
- Oversee the management of records and documentation.

Financial management

- Assist the team in planning and managing budgets for administration, events, sponsorship and communications.
- Assist the Executive Director in developing budget forecasts and present financial projections to the Executive Committee.

Line management

- Line-manage the Events and Partnerships Officer, Communications Officer, and Office and Operations Coordinator.
- Conduct regular performance reviews and provide feedback.
- Support the development of the team by ensuring they meet their performance goals.
- Foster a collaborative and supportive team environment aligned to the values of AMOSSHE.

Member engagement

- Lead on the member engagement initiatives for our organisation.
- Develop initiatives to increase member participation and satisfaction.
- Work with the Office and Operations Coordinator to address member enquiries and concerns in a timely manner.

Events and partnerships

- Work with the Events and Partnerships Officer to develop and maintain strategic corporate partnerships to enhance our organisation's reach and impact.

- Support the Events and Partnerships Officer in planning and executing successful events.
- Supervise the management of sponsorship and partnership agreements.

Communications

- Work with the Communications Officer to develop and implement effective communications campaigns.
- Ensure consistent and engaging messaging across all platforms, including the maintenance and development of the website.
- Oversee the design of marketing materials and publications.

Person specification

Essential qualifications and experience

- Proven experience in a leadership role within a similar organisation.
- Experience of implementing membership engagement strategies and developing innovative ways to engage members.
- Experience of developing and delivering communications strategies and plans.
- Experience in line management and team development.
- Experience of financial management.
- Excellent communication and interpersonal skills.
- Ability to manage multiple priorities and work under pressure.
- Excellent IT and numeracy skills.
- Excellent written and verbal communication skills.
- Excellent customer service skills.

Desirable qualifications and experience

- Experience working in professional membership associations.
- Expertise in website development and bespoke CRM and CMS systems.
- Experience of being proactive about staying informed on policies and procedures, and understanding statutory legal duties for administrative tasks.
- A good understanding of Student Services within higher education.

Personal attributes

- Strategic thinker with a proactive approach.
- Collaborative, supportive and authentic leadership style.
- Commitment to AMOSSHE's values and mission.