



Interim Operations  
Manager

Candidate Information  
Pack



## What we do

Integrate is a youth-led charity which supports young people with their learning and provides them with opportunities to achieve their ambitions and aspirations.

**Inspiring young people to take an active and positive role in society and help them create the change they want to see: A society based on gender and racial equality and cross-cultural cohesion.**

Central to our decision-making are 10 Junior Trustees who lead youth steering groups and report back to the Board of Trustees. They are crucial as they keep us on track, share constructive feedback and inform all aspects of our service.

## Our mission:

Investing in the skills, passions and talents of young people aged 12 to 24, to nurture future leaders who promote our vision of a society based on gender and racial equality and community cohesion.

Our broader strategic aims are developed with and for our young people, to create the changes they wish to see in their communities and society as a whole, in accordance with our vision and mission statement. Our approach to achieving this ambitious vision is multifold, focusing on tackling the ongoing inequalities associated with race and gender, including access, participation, attainment, discrimination and all forms of violence against women and girls (VAWG).

By providing young people with the skills, opportunities and platforms to lead and to deliver the changes they want to see in terms of gender and racial equality, we also nurture their aspirations, enabling them to achieve their full potential and to change, define and determine their own lives and those of future generations.





## Our values:

**Empowerment** – providing the skills, platforms and opportunities so young people can advocate for themselves and create the changes they want to see in the world

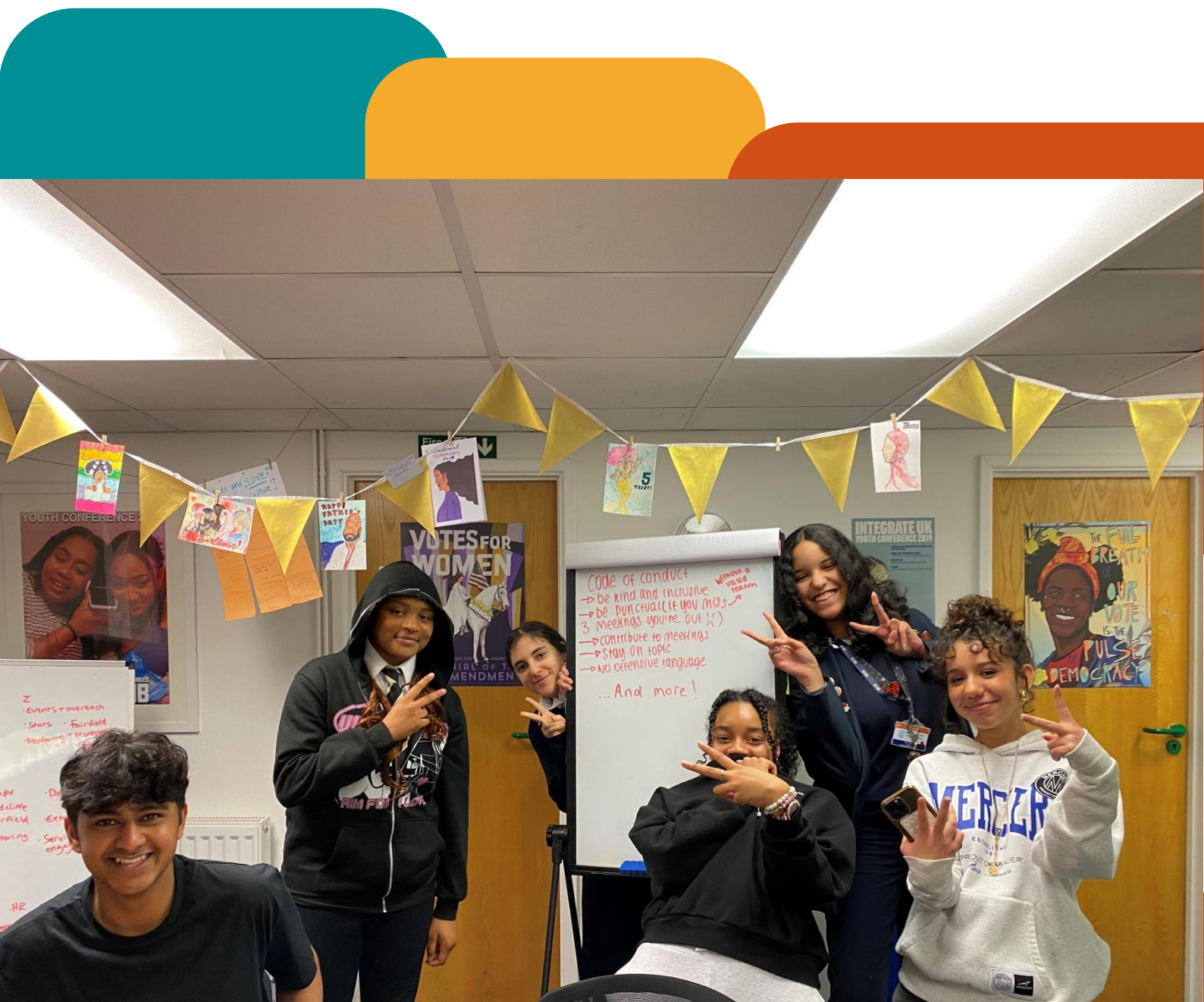
**Integrity** – staying true to the Integrate model of working devised by its service users

**Representation** – being meaningfully youth led and ensuring Integrate is representative of those we serve

**Creativity** – finding innovative, creative approaches to youth led change

**Inclusivity** – making sure everyone is welcome and has a voice

For more information please visit <https://integrateuk.org/>



# Interim Operations Manager

## Key Information

<b>Job Title:</b>	Interim Operations Manager
<b>Remuneration:</b>	£42,000 to 45,000 (depending on experience)
<b>Contract Type:</b>	Full-time, for 6-9 months, starting asap
<b>Accountable To:</b>	The CEO
<b>Location:</b>	This is an office-based role (Unit 6 Montpelier Central, Station Rd, Bristol) with the flexibility to work 1 day a week remotely.

This is a new role for Integrate, which aims to bring in an experienced operations resource (initially on an interim basis) to support our CEO and Co-founder, Lisa Zimmerman, and allow her to focus more of her time on our strategy, partnerships, growth and impact.

We are keen to co-develop the role but are clear that it will involve ensuring organisational effectiveness by playing a pivotal role in overseeing various aspects of our operations, including operations and team management, finance, human resources, IT, and administrative functions.

The interim operations manager will act as a strong team leader, who motivates and inspires our small team, fostering and supporting the CEO to champion a positive organisational culture.

### The tasks we need you to manage include in no particular order

**Day-to-day activities:** Responsible for overseeing the day-to-day activities of the charity and of the project team and ensuring that all goals and objectives are met in a timely manner.

**Workforce management:** Responsible for HR planning and policies, appraisal, staff development, performance management and reviews and staff wellbeing.

**Finances:** To support our outsourced bookkeeper with financial admin in liaison with the CEO.

**IT involvement:** Oversight of IT systems and processes alongside our outsourced IT provider.

**Developing systems:** Ensuring that the necessary policies and procedures are in place, up to date and being complied with and that staff are appropriately trained, supervised and supported.

**Impact and reporting:** Develop and implement a standardised dashboard of KPI's for regular reporting. Support the production of reports for funders, ensuring processes are in place to ensure that indicators and outcomes are met.

Please note that there is flexibility on the tasks above as we are keen to explore and develop the role with candidates.

## Person specification

**We need you to come and quickly understand what we do at Integrate, so you'll need to be:**

- An experienced Operations Manager with proven experience in a charity or youth work setting.
- Experienced in performance management and staff development.
- Flexible and adaptable, turning your hand to all manner of things at short notice.
- Strong at time management, self-management and organisational skills, with proven ability to organise and prioritise own and others' workloads.
- Able to keep track of our finances, systems and IT.
- An excellent communicator with good interpersonal, listening and collaboration skills.

Given the nature of our work, which includes sensitive issues such as FGM and honour-based abuse, we particularly welcome applications from women with lived experience of gender-based violence and from backgrounds that reflect the diversity of the communities we support.

**We've helped thousands of young people find a voice and a platform to advocate for social change on issues that matter to them.**

## How to Apply

**Eastside People** is supporting **Integrate UK** in the recruitment for this role. Please [click here](#) to apply by submitting a CV and a cover letter both in Word doc. format.

Please use the cover letter (max 2 pages) as an opportunity to add to the information you have shared in your CV and ensure that you cover the following:

- Why are you interested in the interim Operations Manager role?
- What recent experience do you have which is relevant for the role?
- Your availability and any practical issues.

If you would like a call to discuss the role in more detail, please email Bernice at [bernice@eastsidepeople.org](mailto:bernice@eastsidepeople.org) to arrange a convenient time. Having a call of this kind will not influence the success or otherwise of your application.

We want you to have every opportunity to demonstrate your skills, ability and potential. Please contact us if you require any assistance or adjustment so that we can make the application process work for you.

The closing date for applications is **Friday 11<sup>th</sup> July**, with online shortlisting interviews with Eastside People taking place throughout the advertising period and at the latest, the week after. Interviews with Integrate UK will take place mid-July.

Eastside People is fully committed to equality of opportunity and diversity and works with our clients to ensure that we recruit inclusively, seeking to address the underrepresentation of some groups of people in leadership teams.



# Eastside People



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