

Head of Operations
November 2021



Thank you for your interest in working with us here at Crohn's & Colitis UK.

We're the UK's leading charity for Crohn's and Colitis. Right now, an estimated 500,000 people in the UK are living with a lifelong disease that can profoundly affect their quality of life. And, because of the stigma surrounding these conditions, thousands of people are suffering in silence. But we are here to support and champion their cause.

And that's where you come in. We need skilled, motivated, and brilliant people to join us on our vision of improved lives for people with Crohn's and Colitis today and, in the long term, a world free from Crohn's and Colitis altogether.

We need to get these debilitating conditions the recognition and resources they deserve. And I'm so lucky to work alongside people every day who share my passion and commitment to improving lives.

Our community look to the charity to help them navigate their way through complex health issues and support their needs, wherever they live, whatever their background, and whoever they are. It's our job to do that – whether it's lobbying health leaders, providing vital information, or reducing stigma around the conditions, we're here for them.

As we look forward, the charity is in great shape to do even more for our community. We are growing our amazing team to deliver new and ambitious plans over the next three years. You couldn't be joining us at a more exciting time, a time when you will be able to make a personal difference!

Our promises to the Crohn's and Colitis community are outlined on the next page and you'll find more about our values, commitments, and what we're looking for further in this job pack.

If you like the sound of us, good luck with your application and we look forward to hearing from you soon.

Sarah Sleet

Chief Executive
Crohn's & Colitis UK



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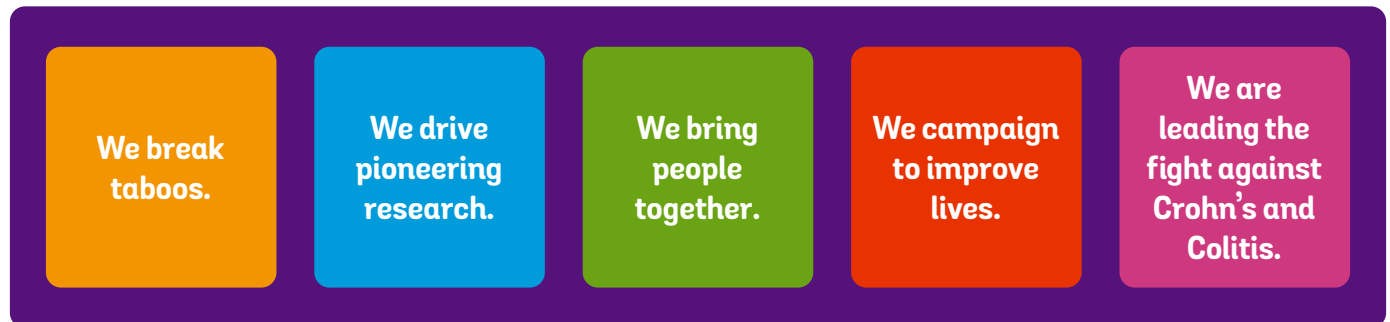
Since I joined as CEO in 2019, I've been blown away by how much the charity delivers for the people it cares for.”

Sarah Sleet

Our Vision

Our vision is improved lives today, and a world free from Crohn's and Colitis tomorrow.

Our mission



Founded in 1979 as a patient organisation, we've been there for people affected by Crohn's and Colitis when it matters, playing an instrumental part in providing support, increasing public awareness, and campaigning. But we're not finished yet. Here's a snapshot of our work:



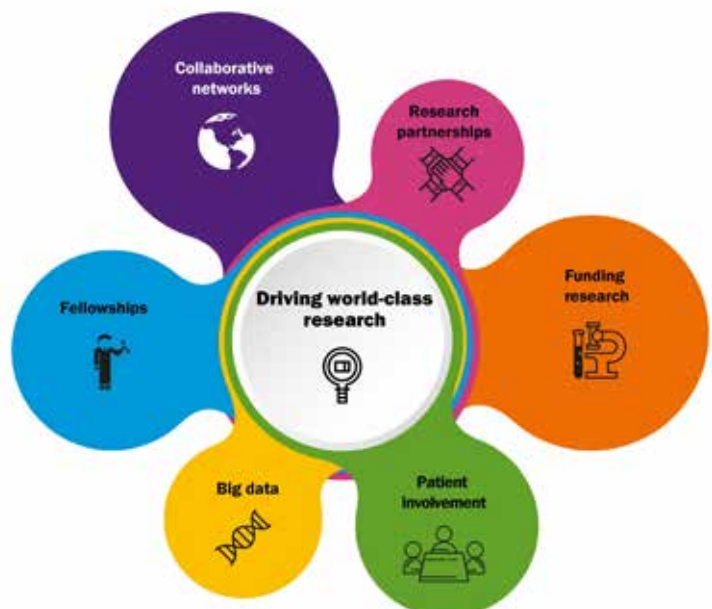
Campaigning

Our Not Every Disability is Visible campaign is changing lives. Our toilet signs raise awareness of invisible disabilities and have been installed in over 3,000 venues across the UK, from major supermarkets to retailers and travel hubs. And we know this makes a difference. 80% of people with Crohn's and Colitis feel more comfortable when they visit a venue with the sign.

Now, through our Are You IN? campaign, we're calling for better workplace support for everyone with invisible conditions. Companies from a range of sectors have signed up so far, with many more interested in pledging their commitment to inclusivity.

Research

We've funded over £11.8 million of research, supporting world-class researchers who have gone on to secure prestigious grants and inform improvements in Crohn's and Colitis care.



Advocacy

We campaign for a better quality of life for people with Crohn's and Colitis. And we speak up on issues from employment to health policy, and from transport to toilets. We work with the NHS to benchmark and improve standards of care, using the findings as a launchpad for our discussions with health leaders and governments to change things for the better.

Services

People across the UK rely on our up-to-date information and helpline services to provide the reassurance and guidance they need to live well with Crohn's or Colitis. Our 58 publications and information pages cover many areas of life with the conditions, from medication to surgery, from school to employment and from relationships to mental health. All our information is peer reviewed, medically accurate and based on the latest research available.

Each year, our professional helpline team respond to over 15,000 queries via email, phone, social media, and live chat. They provide clear, accurate, and balanced information to those who need it, as well as signposting to a range of reliable services.

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At a time when the public services are stretched and not always able to offer the support needed, this free helpline is providing a great service. ”

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On all occasions I've contacted them, they've helped me understand my disability better, thank you. ”

Our commitments

We're dedicated to our mission. We innovate and adapt to ensure we are finding new and improved ways to make a real difference to the lives of people with Crohn's and Colitis. For over forty years, we've supported the community and shaped the conversation about Crohn's and Colitis. We continue to be here to give people affected by Crohn's and Colitis hope, comfort, and confidence. We make their voices heard and help them live freer, fuller lives.

As we grow our ambitious plans, we are making strides to become fully inclusive in our approach and have commenced an anti-racism programme alongside our recently reviewed EDI policy. You can take a look at this, along with our public statement

 www.crohnsandcolitis.org.uk/edi.

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It's a pleasure to be a member of the EDI working group. Involving a diverse range of people in all areas of our work is vital. It helps ensure the research and services we fund helps all sections of our community. The focus being placed on diversity and inclusion by Crohn's & Colitis UK is both timely and important. ”

Nikul

The future

In our new strategy (2022–2024), we make the following promises to everyone affected by Crohn's and Colitis, and our staff are united in their commitment to see them through for the benefit of our community.

- We will advocate for the changes in everyday life that our community tell us they need and we will gather the evidence to back those changes.
- We will make our information and support more accessible than ever.
- We will drive vital research to deliver long-term solutions for long-term relief.
- We will ensure that everyone affected by Crohn's or Colitis can see themselves in our work and feel supported in a positive and professional way.

These goals give us the direction and drive for the charity's future, and we hope they'll inspire you to join us at the start of this exciting next chapter.

So, what can you expect as we embark on this journey?

Despite our long history, this is a period of exciting change for Crohn's & Colitis UK. We need a strong, adaptable, and resilient team of individuals to help drive our work forward and create a step change for people with Crohn's and Colitis.

It's a bright, ambitious future and you could be part of it.



How we work

Our values are fundamental to how we treat our staff and supporters, shaping everything we do and underpinning our decision-making. This is how we make sure we're there for people who need us.

If you're ambitious, compassionate, and believe in the power of uniting to be stronger together, we might just be the place for you.



WE ARE
AMBITIOUS

Every day we strive to make the greatest impact possible on the lives of people with Crohn's and Colitis. We are experts in our field and work hard to make a difference – we are relentless in striving for improvement.



WE ARE
COMPASSIONATE

We are rooted in empathy and kindness. We're there for everyone living with Crohn's or Colitis, and when people turn to us for information and support, we listen.



WE ARE
STRONGER
TOGETHER

We're a community, and we work together with the aim to help people support themselves. We learn from everyone we work with, and we are always looking for new ways to collaborate and develop together.

With our values in mind, we are naturally committed to equality, diversity, and inclusion (EDI). We're working hard to reduce and remove barriers to working here, guided by industry best practice and our recently reviewed EDI Policy.

We value equality and want to make sure we get the best person for the job every time so want to hear from people of all backgrounds and with a range of experiences.

Are You IN?

We lead by example in our approach, committing to being a Gold standard Invisible Disability Employer, under our very own Are You IN? campaign. This includes the appointment of our Invisible Condition Rep, Sarah, and regular training for staff on a range of invisible disabilities.

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At a previous workplace, I often felt isolated and didn't have adequate support when my symptoms were bad. To have someone that could empower me to look in the right places for support and information at those times would have been somewhat of a lifeline. This is why being appointed as Rep has been an absolute privilege.”

Sarah, living with Colitis



Looking after our staff

Pay and progression

We review all salaries annually, based on lots of factors. We look at an individual's contribution, development against our competency framework, cost of living, and market benchmarking.

We're committed to the training and development of our employees. We have a performance review and development scheme designed to help all staff develop in their roles and budget is available for training related to each role or progression. Financial support and/or study leave may also be offered to individuals where appropriate.

Giving you options

We are based in Hatfield, Hertfordshire, which is easily accessible by road and rail. Our informal, open plan office space is available for all staff to use during office hours. However, we've learned from the pandemic that we can work very effectively from home as well.

In this role, there will be times when you'll need to be at face-to-face meetings, but there is plenty of scope for a hybrid approach and working from home. You could therefore be located almost anywhere in the country. If you want to be considered for the role but are worried about location, talk to us!

For staff who are based contractually at the office, we know that routine travel to and from work can be expensive and you may want to buy annual tickets to reduce this cost. We offer an interest free loan for season tickets, repaid directly from your salary each month and our cycle to work scheme lets staff buy a bike in installments so you can travel in the way that best suits you. Our office provides free parking and secure bike locks.

Your wellbeing as a priority

All staff have access to our Employee Assistance Programme which provides training, information, and counselling sessions for a range of issues both inside and outside of work. This free, confidential service is available by phone and online 24 hours a day, 7 days a week, 365 days a year.

Our wellbeing programme consists of events for all staff, exploring mental health and wellbeing-boosting activities in a safe, supportive environment.

These activities are supported by our Wellbeing Policy which outlines best practice and prioritises the mental health and wellbeing of our staff.



The role

Grade: Translate

Reports to: Director of Finance & Corporate Services

Overall Purpose

The Head of Operations is responsible for maintaining and enhancing our support structure to provide a safe, secure and fully productive environment for all staff at all times.

The role works across the organisation, engaging all stakeholders to review, refine and adapt processes, systems and ways of working to develop and deliver consistent services and operations to support all staff and charity functions.

Delivery of corporate support services, including ICT, facilities and HR is at the heart of the role to ensure the organisation's needs are dealt with responsively and effectively.

Key Responsibilities

1. Customer Relationship Management (CRM) system

- Responsibility of the CRM team and D365 maintaining support, training, development and ensuring seamless integrations, imports, reports and dashboards on a real time basis which includes but is not limited to:
- Maintaining and enforcing key processes and systems
- Ensuring the critical flow of data across the organisation as necessary
- Engaging with independent advisors to maintain the strategic development of the CRM and IT facility within the charity
- Ensure that all data is safely and securely stored to minimise any disruption from cyber security breaches
- Leading on Data Governance across the organisation and act as the first point of contact for Data Protection queries and incident

2. Operational support

- Working with stakeholders to identify opportunities for better business processes and risks within the role's remit
- Providing expertise and knowledge on third party software to get the most cost effective and strategically appropriate solutions
- Responsible for a quality, supported, secure ICT system, working with third party suppliers, to ensure good governance with full compliance to meet the internal and external requirements of the charity
- Working closely with other departments to improve efficiencies and designing new processes to improve quality, procedures and productivity

3. Office facilities

- Overseeing and managing the smooth running of the office and all the associated back up support facilities and licences
- Responsibility and oversight of health and safety issues (risk assessments, fire, first aid, insurance, accident book, incident log)

4. Human Resources

- Responsibility for the Human Resources function at the charity
- Monitor, review and maintain all HR policies, procedures and processes, ensuring full compliance and offering support to all staff
- Provide effective and responsible recruitment, retention and onboarding for all staff
- Responsible for Learning and Development strategy and ensuring that our staff are supported in meeting their key competencies.

5. To manage, support and give direction and leadership to achieve Crohn's and Colitis UK's aims and objectives.

- Lead and manage the team ensuring staff are trained, supported and motivated to deliver consistent, effective and high-quality activities and programmes.
- Lead operational planning and budgeting for the team, with the oversight of the Director of Finance & Corporate Services, tracking operational and budget performance; reporting monthly to show progress and any changes needed.
- Build excellent working relationships with key suppliers, ensuring we have appropriate contracts in place. Proactively and regularly assess the efficiency and value of suppliers to ensure we are always securing the best deal.
- Develop and deliver an annual operational plan that aligns with and supports the overarching strategic objectives of the charity.
- Manage programmes in accordance with appropriate project management methodology ensuring milestones are delivered to time and budget.
- Develop metrics for monitoring the impact and reach of the team's outputs to ensure that the focus is on areas which will achieve the maximum impact for people affected by Crohn's and Colitis

6. Diversity & Inclusion

- Ensure equality, diversity and inclusion and the voices of those with Crohn's and Colitis are considered in all aspects of CRM work.

6. Other duties

- Undertake any other delegated duties or tasks commensurate with the responsibility and remit of the post.

The purpose of this job description is to focus attention on the most important aspects of the jobholder's role. It is not intended to be a complete list of the duties; therefore, it is to be expected that the day-to-day performance of the job will include tasks not listed above. The list of duties for which the jobholder is responsible may reasonably be varied or added to at the discretion of the charity.

What you'll bring

Experience:

- Leading and motivating in a senior management position with leadership responsibilities
- Managing multiple projects and prioritising work
- Working on projects to deliver all necessary services, business applications, infrastructure etc
- Knowledge and experience of Microsoft Dynamics
- Motivating and supporting experienced managers across multi service functions

Skills & Knowledge:

- Good communicator with negotiation and presentation skills
- Ability to consult, collaborate and influence colleagues throughout the organisation
- Ability to problem solve, to be adaptive and flexible in approach and to be solution-focused
- Excellent all round IT experience and knowledge and understanding of technology in the context of Charity users
- Understanding of key requirements and issues involved in cloud computing & infrastructure and end user computing
- Ability to think innovatively and drive forwards change and implement plans
- A team player with the ability to build relationships

Attitudes:

- Calm, consistent and flexible approach to work
- Clear and effective written and spoken communications
- A commitment to the principles and objectives of Crohn's and Colitis UK, being able to represent the Charity professionally both internally and externally
- A commitment to working together to achieve a desired outcome



What we offer

Annual leave

All staff receive a full time annual leave entitlement of 25 days per year. This increases by one day for each year you've worked, up to 30 days. This is in addition to bank holiday days.

Flexible pension contributions

Staff are automatically enrolled into our Group Personal Pension Plan after 3 months, which is offered with two levels of contribution, outlined below.

Employer contribution % of basic annual salary	Length of pension membership	Employee contribution % of basic annual salary
5%	On joining the scheme	3%
8%	After 6 months the member can choose to move up to this band or stay on the initial rates	5%

Hours

Our standard working hours are 35 per week and core hours are 9am to 5pm. However, there may be flexibility around these hours with manager agreement. Several roles are undertaken on a part-time basis, and we are open to discussing working arrangements that suit the role, business need and the person in post.

Additional benefits

We also have a range of flexible, family-friendly policies including enhanced maternity, adoption and paternity pay.

What's next

We hope this pack has inspired you to join us and given you all the information you need to take the next step. However, if you have any questions about what we do here, the role or need more practical information, don't hesitate to get in touch with Andrew Adie by calling 01727 734462 or email

📧 andrew.adie@crohnsandcolitis.org.uk

If you've got everything you need and you're ready to apply, please send your CV and supporting statement to 📧 jobs@crohnsandcolitis.org.uk. Your statement should give examples of how you meet the criteria of the person specification, and what you feel you would bring to this role.

We'd also like you to complete our online 📧 [equal opportunities monitoring form*](#).

We use this information to compile anonymised data for comparison with our staff and appointed applicants. This helps us identify best practice, optimise success, and measure the impact of our ongoing work to increase diversity and inclusion.

You can also post your application to:

Human Resources
Crohn's & Colitis UK
Helios Court
1 Bishops Square
Hatfield
Herts
AL10 9NE

Final closing date: 9 December, 9am

Please note, applications will be assessed as and when they are received, and interviews arranged, so we may close the position before the closing date if a suitable candidate is found.



*https://forms.office.com/Pages/ResponsePage.aspx?id=dWI965P9GE6-0G37RsKC5130yaXG7itPv-1Cw_mrLa5UQVFXRklHNkxTVTIGOEExHskIJVEROTURCTy4u

**Thank you for
your interest**

You can follow us on social media

 /crohnsandcolitisuk  @CrohnsColitisUK  @crohnsandcolitisuk

 www.crohnsandcolitis.org.uk

Registered charity in England and Wales Number 1117148, Scotland Number SC038632.

**CROHN'S &
COLITISUK**