



## **Job Description: Operations Manager**

*We're building a community of people who gather in nature for fun, to learn and feel good*

### **Wild in the City**

Wild in the City was established in 2013 and was incorporated as an asset locked non-profit Community Interest Company in April 2016 to address the growing problem of disconnection from nature and generational loss of knowledge and skills, and to help make nature a meaningful part of everyday life.

We support the well-being of urban residents through relationship with nature in London and beyond. We offer programmes in hiking, woodland living skills, natural history and ecotherapy; using the skills of our ancestors to develop a deeper relationship with the natural world and nurture a sense of belonging to communities past and present.

We are a black led organisation with a focus on health and supporting Black and minority ethnic communities in accessing nature and the countryside, addressing the widely acknowledged lack of representation and lower levels of involvement of people of colour in nature based activity. We are a leading organisation in research and the facilitation of forums about race and nature.

We have an exciting vision for increasing the participation of people of colour in nature-based activity and highlighting black perspectives about the natural world through our core programmes;

- Nature Guides
- Nature Connectors
- Wild in the City Festival
- Black Nature Narratives
- Research and Consultancy

### **Community Values**

As a therapeutically grounded organisation Wild in the City aims to build a community which is emotionally healthy. Wild in the City places a strong emphasis on relationships and how we treat each other. We aim to provide a secure base for developing positive relationships in and with nature.

In building an emotionally healthy community Wild in the City acknowledges the challenge posed by the normalisation of narcissistic traits within social values and in individual behaviour, in part driven by the disconnect of social media.

## Job Summary

We are a small but growing organisation. We have recently secured 18 months of funding from the Ashden Trust to help build our core team and strengthen infrastructure and fundraising capacity.

<i>Role:</i>	Operations Manager
<i>Working hours:</i>	35 hours a week
<i>Contract type:</i>	Full time, fixed term 15 months (intention to extend post subject to funding)
<i>Salary:</i>	£34,000 - £36,500 depending on experience
<i>Holiday Entitlement:</i>	28 days, plus bank holidays
<i>Pension</i>	5% employer contribution. Wild in the City offers enrolment through NEST Workplace Pension Scheme, however we may be able to negotiate other arrangements
<i>Location:</i>	Home based and occasional outdoor sites and office meetings throughout London and UK

## The Role

The Operations Manager will be responsible for day to day management of the organisation. You will be responsible for operations, office systems and functions, people, fundraising, budgets, project management and implementing strategy.

You will have business and financial acumen to ensure that current and future operations continue on a sustainable basis. You will ensure the efficient administration of programmes and problem solve operational challenges. You will ensure adherence to health and safety, and safeguarding procedures within the organisation.

You'll be a great organiser who does not shy away from a challenge. Flexible, enthusiastic and highly motivated. You'll have great communication skills with the ability to build relationships with a range of diverse stakeholders..

The Operations Manager will report to the Director.

This is a home based role, London travel will be required, to attend WitC meetings, to meet with partners, to support the management of onsite activities and to meet with WitC staff at outdoor locations. Occasional overnight stays and weekend/evening work may be required.

## Main Duties and Responsibilities

### *Operations and Administration*

- Responsible for the day to day management of the organisation
- Develop organisational policies, procedures and operational plans

- Oversee the management of projects, including administration and evaluation
- Work with the Director to build constructive relationships with peer organisations and stakeholders
- Carry out any other duties commensurate with the role as required by the Director

### *Finance*

- Responsible for setting and monitoring organisational and project budgets. You will be responsible for advising the Director and Non Executive Directors on emerging opportunities and mitigating risks.
- Manage financial operations including book keeping, bank reconciliation, accounts payable, accounts receivable, cash flow forecasts and monthly management accounts, oversee payroll and salary payments
- Prepare annual accounts and liaise with accountant and auditor

### *Development and Fundraising*

- Develop and implement fundraising strategy, building relationships with our funders and prospective funders
- Prepare information for funding bids and commercial tenders
- Seek business and collaboration opportunities to meet growth targets and ensure sustainability

### *Standards*

- Ensure compliance with health and safety and safeguarding policies throughout the organisation
- Ensure contractual and funder's expectations are met in a timely fashion
- Create a team culture which manifests our values

### *Leadership*

- Provide high quality management to the team, motivating and inspiring them to achieve our objectives through clear communication
- Line manage a Project Administrator and further roles as we secure funding
- Lead on human resources function, including recruitment

### *Marketing and Communication*

- Promote the work of Wild in the City positively and proactively, with the support of the Director, including communication with media
- Contribute to the design and delivery of a marketing and communications plan
- Represent Wild in the City at sector meetings
- Keep up to date with relevant developments in the sector and related fields

### ***Person Specification***

#### ***Knowledge, Experience and Skills***

- At least 5 years experience in operations management, and experience in a similar role
- Strong experience in project management and delivering high quality services
- Strong experience of financial management, creating and monitoring financial systems and setting budgets; including control over income and expenditure and performance measures
- Ability to analyse financial information and to present this in an accessible way for internal use and external parties
- Experience of developing strategic partnerships, and/or developing commercial opportunities
- Experience leading a team including line managing staff, with the ability to motivate and develop people to deliver high levels of performance, and creating supportive work environments
- Experience communicating goals and impact
- Experience in presenting at high level meetings, and/or to funders
- Strong skills in office IT and team facilitation software
- Have an understanding of issues of race within the environmental sector
- Experience in monitoring health and safety or safeguarding procedures

#### ***Aptitude and Approach***

- You will have a great eye for detail
- Able to manage a varied workload
- Strong problem solving skills

- Ability to work under pressure, prioritise and to meet deadlines
- Flexible, able to respond positively to change
- Self motivated, proactive and imaginative, able to work with minimum supervision
- Excellent interpersonal skills, ability to create good working relationships and engage at all levels with diverse stakeholders
- Diplomatic, yet assertive and decisive
- Patient and friendly manner
- Able to co-create a culture of respect, self awareness and honesty
- Able to work within a mutually supportive team approach
- Able to work well in a remote team
- Be a reflective practitioner
- Willingness to partake in professional development
- Willingness to travel occasionally to locations within the UK and possibly internationally

### *Safeguarding*

We take safeguarding seriously, staff are required to work within our safeguarding policies and to actively support a culture which prioritises safe environments.

The role may involve the candidate working with people from vulnerable groups, therefore an enhanced Disclosure and Barring Service (DBS) check will be required. Any job offer is subject to satisfactory clearance.

### **Application process**

To apply for this role please complete the application form at this link <https://form.jotform.com/202924083061347> where you will also be asked to upload an up to date CV.

Only shortlisted candidates will be contacted, unfortunately we are unable to offer feedback to unsuccessful candidates.

### **Data Protection**

Personal data provided will only be used for the purposes of recruitment. Data will be stored securely in password protected IT systems. Data related to unsuccessful applicants.