

Job Title:	<b>HR &amp; Operations Manager</b>
Hours and type of contract:	Full time or part time. Fixed term 1 year
Reporting to:	Operations and Impact Director
Location:	Flexible options
Introduction to National Numeracy:	<p><b>We are on a mission</b> to empower children and adults in the UK to get on with numbers so they can fulfil their potential at work, home and school. Our work improves how people understand and work with numbers in everyday life, sparking better opportunities and brighter futures.</p> <p><b>The issue:</b> Numeracy levels in the UK are significantly below the average for developed countries: nearly half the working age population (49%) has the expected numeracy level of a primary school child. And it costs the UK economy a staggering £25 billion a year.</p> <p><b>Enabling social mobility:</b> Basic number skills and confidence provide a gateway to financial inclusion, wellbeing and employment prospects. Without number confidence and skills, people are locked out of many life opportunities. And it's a problem handed from one generation to the next.</p> <p><b>Enabling a fairer society:</b> Poor numeracy blights lives and livelihoods and contributes to pervasive problems from unemployment to poor health and debt.</p> <p><b>Our diversity:</b> Our stakeholders have different backgrounds and experiences, and we are committed to having a diverse team who can bring their experiences from work and home into this role. We encourage applications from all, regardless of age, race, colour, creed, background, nationality, previous life experience, gender, sexual orientation, and disability status.</p>
Introduction to the role	<p><b>A new and exciting opportunity</b> has arisen for an HR &amp; Operations Manager. This position will provide a crucial role in developing the operational foundations and infrastructure of the charity as we go through a period of growth and development.</p> <p>We are looking for someone who is self-starter and able to use their own initiative to drive improvement. The successful candidate will be comfortable communicating with staff at all levels of the organisation. This person will be instrumental in helping the charity develop and roll out working practices and systems that support our amazing staff to do their best work, find and bring in new members of the team, and help to develop a long term 'people strategy'.</p> <p>We are also looking for someone who has an understanding or experience of operations to help provide the working tools and environment to enable the team to achieve the greatest possible impact in pursuit of our charitable aims. This varied role will involve overseeing an office move and managing the ongoing shift to hybrid working practices, as well as ensuring the charity is using the most appropriate tech solutions.</p> <p>It will also involve working with finance to understand the cost base of the charity and contribute management and understanding of operations and HR elements as they feed into the finance function. Lastly, this role will also contribute to compliance and governance matters, maintaining the organisational Risk Register and leading on policy updates and data protection policies and procedures.</p>

	<p>Overall, we are keen to find someone ready to take on their next challenge, an HR and Operations Manager who easily connects with people and has a detail-oriented mindset to handle the changing nature of the contemporary workforce. This is a new role, providing an opportunity for stretch and development, joining the other members of the Operations and Impact team in providing the crucial functions that support this innovative and creative charity. You don't have to have experience of the charity sector but it's important to be able to identify with what we do as a charity and why it's important.</p> <p>National Numeracy is based in Lewes, East Sussex, but with significant home working potential. The expectation is that you will be in Lewes when the work requires it but we offer significant flexibility opportunities. The role may include occasional travel to London and beyond.</p>
<p><b>Overview of Main Duties:</b></p>	<p>This role will perform a key role in the Operations and Impact team to continue to build a robust organisation to support the charity to grow and develop.</p> <ul style="list-style-type: none"> <li>• Manage staff recruitment, induction and onboarding processes, ensuring the process is of high quality, providing clarity, connection and understanding for all employees in relation to the overall vision.</li> <li>• Manage all ongoing HR tasks, ensuring compliance and good practice, including management of tasks through the Breathe HRIS.</li> <li>• Develop and roll out training initiatives, supporting the team through professional development.</li> <li>• Manage the employee engagement survey, responding to results and rolling out a programme of activities to improve employee engagement.</li> <li>• Lead on initiatives for embedding culture, rolling out team benefits and improvements and wellbeing initiatives.</li> <li>• Be involved in arranging a move to and management of an office that provides an effective environment to support a flexible and agile team.</li> <li>• Oversee compliance, ensuring good governance and transparency, including covering contracts and agreements with suppliers, as well as supporters and funders.</li> <li>• Oversee the tech solutions and tools that support the team to do their best work, ensuring value for money and efficiency of use, including ensuring the team have the training they need to make best use of the solutions adopted.</li> <li>• Review and improve systems, processes, policies and procedures across HR, data protection and information security.</li> <li>• Support on the roll out of the Equality, Diversity and Inclusion strategy.</li> <li>• Work with the Financial Controller to monitor budgets and expenditure, ensuring best value for the charity as appropriate.</li> <li>• Lead on the periodic review of organisational policies, working to a continuous cycle of improvement, including maintaining the organisational Risk Register.</li> </ul>
<p><b>Essential Skills/Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of working in an HR or People management team or role – HR qualification not required.</li> <li>• Experience of working to support the operational infrastructure of an organisation, sourcing the right solutions to fit the needs of an organisation and managing the overall systems and processes.</li> <li>• An understanding of and a commitment to supporting the wellbeing of the team and working on team development initiatives.</li> <li>• An understanding of GDPR considerations.</li> <li>• Strong written and verbal communication skills.</li> <li>• Ability to build effective relationships across the organisation and with external stakeholders.</li> </ul>

	<ul style="list-style-type: none"> <li>• Good organisational, multi-tasking and prioritisation skills.</li> <li>• Flexible in your approach, and able to work both independently and as part of a team.</li> <li>• Competent in Word, Excel and PowerPoint and a willingness to learn new systems.</li> </ul>
<b>Desired Skills/Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within compliance, legal and/or governance frameworks.</li> </ul>
<b>The Details:</b>	<p>We are offering:</p> <ul style="list-style-type: none"> <li>• Salary of £35,000 FTE per annum pro rata</li> <li>• Full time or part time – open to discussion.</li> <li>• 33 days’ holiday a year including bank holidays, pro rata</li> <li>• Company pension scheme</li> <li>• Flexible approach to office/hybrid/remote working</li> <li>• Equality, Diversity and Inclusion strategic plan</li> <li>• Employee Assistance Programme and other staff benefits</li> <li>• Multiple staff social opportunities</li> </ul> <p>Initially we are offering a one-year fixed term contract, with potential to extend.</p> <p>National Numeracy offers a supportive, friendly culture with a focus on wellbeing and collaboration. We take life-long learning seriously and support our staff to develop their skills and knowledge. We have a hybrid approach to work and welcome applications from candidates interested in either mainly office or mainly home working options.</p> <p>National Numeracy is an equal opportunities employer and all applicants are treated equally and fairly throughout the recruitment and selection process.</p>
	<p>In the first instance, please submit an application by Monday 9<sup>th</sup> May to Elle O’Riordan at <a href="mailto:elle.o’riordan@reed.com">elle.o’riordan@reed.com</a>.</p> <p>Please include in your covering letter an outline of your suitability for the role and address the following questions:</p> <ul style="list-style-type: none"> <li>• What attracts you to working at National Numeracy?</li> <li>• What do you like best about working in HR and Operations?</li> </ul> <p><b>Applications without a cover letter will not be accepted.</b> If you would like to have chat about the role or visit us prior to applying, please contact Elle at the above address.</p> <p>* This job description doesn’t constitute a promise or guarantee of employment . National Numeracy reserve the right to make changes to this job description.  ** National Numeracy reserves the right to change the deadline for applications or to close the application window if a suitable candidate is found.  *** National Numeracy cannot offer visa sponsorship for this opportunity. Please do not apply unless you can demonstrate eligibility to work in the UK.</p>