

## Director of Operations, Children with Cancer UK

Thank you for your interest in this new and exciting opportunity. We welcome your interest in our charity and our mission.

Children with Cancer UK invests in vital specialist research to save the lives of children with cancer and keep families together. By investing in research, we can help more children to ring the end of treatment bell.

Ringling the end of treatment bell is a huge milestone for a child with cancer – it means they have finished their treatment and can go back home, returning to a life of relative normality. Our Vision is that no child dies of cancer and we spend every day working towards our goal.

Children with Cancer UK is the leading national children's charity dedicated to the fight against childhood cancer. Our aims are to determine the causes, find cures, improve treatments and provide care for children with cancer.

### **Our work started with a promise**

We were founded in 1988 following the death of 14-year old Paul O’Gorman to leukaemia and, just nine months later, his sister Jean, also to cancer. Before his death Paul’s parents promised to help other children with leukaemia and, today, we fund life-saving research into childhood leukaemia as well as all other forms of other childhood cancers.

- **We fund life-saving research** to improve our understanding of childhood cancer and to find safer, less toxic and more effective treatments for all young patients.
- **We fund innovative welfare projects and respite homes** to help children and families in their fight against childhood cancer.
- **We campaign and raise awareness** of childhood cancer, to protect more children and give more young cancer patients a brighter future.

### **Our Direction**

Dhivya O’Connor has recently been appointed as CEO of Children with Cancer UK, having previously been COO.

Dhivya’s vision for the charity is summed up as ‘to deliver exponential growth and impact’.

Following a reorganisation and appointment of a new Senior Executive team, a new role of Director of Operations has been created.

## **Director of Operations**

In order to align and optimise the functions which ensure the smooth running and compliance of the charity, we have created a pivotal new executive role, bringing together our all-important database, our digital infrastructure and IT operations, as well as Human Resources and Facilities.

This role will require strong leadership and stakeholder management, as well as the ability to engage all our employees on the journey to continued growth and excellence. The Director of Operations will drive the integration of all our activities so that they deliver maximum value.

Due to the current challenges and priorities of the organisation, specialist knowledge of IT and recent experience of database infrastructure in particular, will be essential. It is central to our plans that we align our systems, processes and people, providing a secure and flexible platform to liberate time and resources to focus on growth opportunities.

One of the requirements foreseen of this role will be to plan and execute the relocation of Children with Cancer UK from its current premises over the next 12 – 18 months. The aim is to remain in central London but to secure additional capacity and the opportunity for all of the team to work in the same space. Some experience of this type of project as well as the skills of influencing, negotiating and positively managing change will be highly valued.

The Director of Operations will work alongside the CEO and the Director for Fundraising & Communications to drive the organisation forward, with three major themes:

- **High aspiration and ambition**
- **Quality**
- **Reputation**

## **Purpose of the Role**

The successful alignment of people, processes and systems to help achieve the organisation's 3-year strategic business plan. Directorate to include IT, CRM/database, HR and Facilities.

## **Main Areas of Responsibility**

- (1) Develop and deliver a digital and database strategy and roadmap for the organisation to support growth over the next 3 years and beyond. De-risk the business by increasing cover, knowledge and recording of its IT systems and digital framework, ensuring robust data security and disaster recovery protocols.
- (2) Ensure the smooth running of the organisation on a day-to-day basis, setting parameters to judge the effectiveness and efficiency of the business.
- (3) Scope and deliver an office move within the next 12 – 18 months (the organisation currently has ~50 staff, split over two sites)
- (4) Lead the organisation's planning process ensuring that organisational strategic goals feed through to departmental and individual objectives and that associated KPIs are robust.
- (5) Strategic HR and accountability for the engagement of the Children with Cancer UK team and the culture of the organisation remains the shared responsibility of the Executive Leadership Team and indeed of the management. In addition to this the Director of Operations has oversight of the day-to-day operations of HR.
- (6) Oversight of compliance – keeping up to date with sector regulations related to compliance. Knowledge of applicable cyber security protocols and best practice. Ensure the charity has a reputation for being best in class.
- (7) Oversight of Supporter Care. Ensuring that our processes, including donor and supplier relationships are effective and considering possible gains in efficiencies through outsourcing where applicable.

The Director of Operations will report directly to the Chief Executive Officer and manage a team of 12 through three direct reports; Head of Compliance, IT and Supporter Care, Senior HR Manager and Head of Database Information.

## **Specification**

A core element of this appointment is for the Director of Operations to be a strong cultural fit with the charity and with the Executive Leadership Team in particular. We see the culture as progressive, professional, flexible and collaborative. The organisation has very recently launched a new brand and is at an exciting start of the next phase in its development and growth.

Due to the responsibilities of this role we are looking for someone with a background in developing and successfully delivering digital and database strategy and infrastructure.

We welcome applications from outside the not-for-profit sector and are aiming to find an individual with highly developed change management and relationship building skills. Experience of infrastructure development in a small or medium sized organisation is preferable.

We are seeking technical expertise in the area of IT, as well as a general business understanding, to help the successful candidate to manage the overall resource of the business and optimise its effectiveness.

Knowledge of agile working practices and lean management systems will be an advantage, as will be experience of using outcomes based budgeting.

As a member of the Executive Leadership Team, this person will provide inspiring and intelligent leadership within the organization, encouraging, role modeling and embedding a high-performance culture as well as best in class processes and practices.

<b>ROLE</b>	Director of Operations
<b>LOCATION</b>	Great Ormond Street, London (office based)
<b>REPORTS TO</b>	Chief Executive Officer
<b>DIRECT REPORTS</b>	Head of Compliance, IT & Supporter Care Head of Database information Senior Human Resources Manager
<b>ROLE LEVEL</b>	Executive (Band A)
<b>DETAILS</b>	Permanent, full time, salary competitive depending on experience