



Head of Operations and Governance – job description

The key responsibilities for this role are detailed in the nine sections below.

For a role overview, please visit <http://www.sciencemediacentre.org/about-us/jobs/ops-overview/>

1. Fundraising Administration and Support

- i. Complete all administration associated with fundraising, to include: updating funder information on the website, administration of invoices and payments, providing weekly lists for the CEO to invite donors to renew, maintaining the fundraising database, responding to audit requests from funders, drafting grant applications, drawing up contracts and funding agreements, and keeping fundraising information up to date.
- ii. Support drives for new funding when necessary – identifying new potential funders and scheduling time for CEO to seek new funding.
- iii. Ensure that the CEO is well-prepared for fundraising-related discussions and has the supporting materials necessary.
- iv. Complete regular reports to the CEO, Senior Management, Committees and Trustees on fundraising progress.
- v. Provide additional support when funds are being raised for specific projects.
- vi. Lead planning for the annual funders' event.

2. Financial Management

- i. Overall responsibility and delivery for budgeting, financial forecasting, and financial reporting processes for the Centre, with support from external accounts. This includes the production of the Annual Report for the Charity Commission.
- ii. Work closely with the external auditors and accountants to ensure compliance with financial regulations and best practices, including monitoring of operational expenditures.
- iii. All financial administration, to include: making regular payments, payroll, pensions and staff benefits, expenses, credit cards, SMC banking and investments; also preparing reports and leading on discussions for all Trustees and Finance, Audit & Risk Committee meetings on finance, including SMC investments.

3. Human Resources



- i. Lead on all recruitment: drawing up time lines, placing adverts, scheduling interviews, overseeing interview process where relevant etc.
- ii. Lead the SMC's annual appraisal process: making sure the appraisal timescale is communicated to staff in a timely manner, inducting new staff into the appraisal system, and supporting the process through to completion and filing of reports.
- iii. Support the CEO and others with HR matters, seeking appropriate support where necessary to manage them effectively.
- iv. Liaise with external HR advisers on any changes in employment law.
- v. Oversee in-house HR administration, to include: leave requests, pension, salary queries, benchmarking salaries every 2 years; also producing, updating and raising awareness of the staff handbook.

4. Press Briefings and Events

- i. Overall responsibility for ensuring smooth operational running of SMC press briefings, including the technology and systems to support these.
- ii. Induct, lead and work with junior Ops staff to ensure they are fully trained in running press briefings.
- iii. Working alongside other staff to ensure smooth running of non-press SMC events including Christmas party, Introduction to the Media, brainstorm events and other meetings with external guests, global SMC meetings held in UK. Timetable and lead on organising the annual event for funders.

5. Governance

- i. Lead on all governance matters for the SMC.
- ii. Run and act as secretariat for: the Advisory Group and Trustees meetings, Finance, Audit & Risk Committee, and the Remuneration Committee (total 8 meetings per year), including the preparation and sending of papers, pre-meetings with the Chairs and CEO and other staff, producing minutes, and maintaining action logs.
- iii. Take responsibility for all SMC policies including regularly reviewing them and proposing changes for Trustee approval where necessary (e.g. complaints policy, data protection policy etc).
- iv. Oversee Advisory and Trustee Board recruitment and retirement. Maintain records of who started when, when they retire and whether they can renew their term. Ensure a suitable skills mix across board according to the skills matrix.



6. Risk Management & Compliance

- i. Identify and mitigate operational risks, ensuring that the charity complies with relevant legal and regulatory frameworks and has appropriate insurance in place.
- ii. Ensure health & safety and any other compliance requirements are met across all areas.
- iii. Oversee operational audits and implement corrective actions when required.
- iv. Represent the charity in operational discussions with external parties, including funders, suppliers, building owners, and service providers.

7. IT and Data Management

- i. Ensure the charity's data management systems are secure, effective, and compliant with relevant data protection laws and cybersecurity guidance.
- ii. Lead on the relationship with external IT support and ensure there is an appropriate level of support for all needs, particularly urgent matters.
- iii. Work closely with the junior Ops staff to identify the IT needs of all staff and ensure these are met.
- iv. Monitor new developments in IT along with our external IT adviser and ensure that the SMC is keeping pace with technology and reviewing its provision regularly.

8. Office management and equipment

- i. Lead on all office management matters, delegating where appropriate to junior Ops staff.
- ii. Ensure all staff have access to office equipment, supplies and telephony - including mobile phones, printers, photocopiers, scanners and stationery.
- iii. Ensure office space is used effectively and maintained – including desk space and use of smaller rooms.
- iv. Liaise with building managers to manage the facilities.
- v. Lead on discussions with SMC suppliers, building owners, and service providers.

9. Crisis management support

- i. Support press staff on the management of libel threats, official complaints, Subject Access Requests or Freedom of Information requests.
- ii. Support and advise the CEO and Trustees in responding to public criticisms of SMC.
- iii. Ensuring SMC libel insurance is up to date with sufficient cover.