

The Role

We are seeking a dynamic and experienced Head of Operations at the HEY Smile Foundation who will oversee the financial health, operational efficiency, and overall safety of the organisation. This role involves strategic planning, financial management, operational oversight, health & safety compliance, and human resources management to ensure the foundation's resources are used effectively and sustainably. The ideal candidate will have a strong background in finance, operations, health & safety, and HR, with a commitment to the foundation's mission and values.

Our Values and Behaviours

<i>Impact-driven</i>	We focus on achieving meaningful and sustainable outcomes, prioritising our work to ensure tangible and positive impact on the communities we support.
<i>Collaborative</i>	We promote diverse partnerships with organisations, stakeholders, and community groups, using innovative and generous means to share and maximise resources, knowledge, and expertise for a wide-reaching impact.
<i>Generous</i>	We support colleagues, partners, and communities to become confident, professional, and self-sufficient. Providing them with the time, care, education, and opportunities they need to thrive.
<i>Integrity</i>	Honesty, transparency, accountability, and kindness. Integrity is the golden thread that runs through everything Smile does every day.

Our values are particularly important to us. They form a fundamental part of monitoring, assessing, and appraising what we do as staff, individuals and as a charity.

Role Profile

Job title:	Head of Operations
Base/Location:	Smile HQ – Gosschalks Solicitors – Hull (with flexible and remote working)
Reports to:	CEO
Salary scale:	£38,000 - £42,900
Working Hours:	37.5 hours per week
Contract Duration:	Initial 1 year fixed-term contract
Closing Date:	17 th August 2025 at 12pm
Interview Date:	26th August 2025

Key Responsibilities

Financial Management:

- Develop and implement financial strategies and policies to support the foundation's goals.
- Oversee the preparation and finalisation of the annual budget, ensuring alignment with strategic objectives and regulatory compliance.
- Manage financial controls and accounting procedures to safeguard assets and ensure accurate financial reporting.
- Conduct financial analysis, forecasting, and reporting to inform decision-making and strategic planning.
- Ensure compliance with all financial regulations and standards.
- Oversee and have responsibility for the annual accounts process
- Oversee our payroll function
- Ensure the CEO and senior leadership team have access to accurate and timely finance information

Operational Oversight:

- Lead the development and execution of operational strategies to optimise efficiency and productivity.
- Manage relationships with external commissioners, suppliers, and external partners to ensure favourable terms and an uninterrupted supply of goods and services.
- Oversee the delivery and development of our property portfolio including JB Willow and Crown projects
- Oversee the implementation and management of risk mitigation strategies to protect against financial loss and operational disruptions.

- Spearhead the integration of technology and information systems to enhance data-driven decision-making and operational effectiveness.
- Be our single point of contact for business contracts, and IT matters

Health & Safety:

- Develop and implement health & safety policies and procedures to ensure a safe working environment for all employees and volunteers.
- Conduct regular health & safety audits and risk assessments to identify and mitigate potential hazards.
- Ensure compliance with local and national health & safety regulations and industry best practices.
- Provide training and resources to staff on health & safety protocols and emergency procedures.
- Lead the response to any health & safety incidents, including investigation and reporting.

Human Resource Management:

- Oversee the human resources function, including recruitment, training, and performance management.
- Develop and implement HR policies and procedures to support a positive and productive work environment.
- Manage employee relations, including conflict resolution and disciplinary actions.
- Ensure compliance with employment laws and regulations.
- Foster a culture of excellence, collaboration, and continuous improvement.
- Lead on our training and development needs across the organisation

Strategic Planning:

- Collaborate with the CEO and leadership team to develop and implement long-term strategic plans.
- Provide insights and recommendations based on financial and operational analysis to support the foundation's growth and sustainability.
- Coordinate the development and implementation of sustainability initiatives to minimise environmental impact and promote social responsibility.

Leadership and Team Management:

- Lead and mentor a high-performing team, fostering a culture of excellence, collaboration, and continuous improvement.
- Facilitate and/or attend meetings, workshops, and seminars to stay informed about industry trends and best practices.
- Represent the foundation in external forums and build relationships with key stakeholders.
- Deputise for the CEO when necessary

Qualifications

- Bachelor's degree or equivalent in Finance, Business Administration, or a related field (degree preferred or demonstrate significant experience).
- Proven experience in a senior financial and operational management role.
- Strong knowledge of financial regulations, accounting principles, operational best practices, health & safety standards, and HR management.
- Excellent leadership, communication, and interpersonal skills.
- Ability to think strategically and execute effectively.
- Proficiency in financial software and information systems.
- Hold a clean UK driving licence and access to a vehicle

Personal Attributes

- Strategic thinking and problem-solving abilities.
- Strong analytical and financial modelling skills.
- Excellent organisational and project management skills.
- Ability to manage multiple priorities and meet deadlines.
- High level of integrity and commitment to the foundation's mission.