



Job Pack Head of Operations – Maternity Cover

Applications due by: Midnight, 30th June 2024

First Interviews (online): Tuesday 9th July 2024

Second Interviews (in-person): Monday 15th July 2024

Cockpit is hiring an experienced Head of Operations to join our team on a fixed term contract, as maternity cover, four days per week. Reporting to the Chief Executive Officer (CEO), this role plays a vital role in the development and delivery of Cockpit's strategic plan, working closely with the Chief Executive. The HOO will ensure operational excellence, site optimisation in Bloomsbury and Deptford and lead on property strategy. The role encompasses oversight of the maker community, management of IT systems, leading on HR and responsibility for health and safety compliance.

About Cockpit

[Cockpit](#) is London's leading studios for contemporary craft. Home to 180+ independent creative businesses practicing in over 20 different disciplines, we are the UK's only business incubator for makers. With a mission to bridge the gap between talent and opportunity, we are recognised on the NatWest SE100 as a top 100 social enterprise. Enjoying an international reputation for excellence, we are a destination for talent and talent-spotters, having launched the careers of some of the major names in craft.

About the Role

As a key member of the leadership team, the Head of Operations (HOO) will play a vital role in the development and delivery of Cockpit's strategic plan, acting as Deputy to the Chief Executive. With management oversight of Cockpit's sites in Bloomsbury and Deptford, the HOO will ensure operational excellence, site optimisation and lead on future real estate opportunities.

This will include oversight of the maker community, including admissions and licenses, and ensure a seamless operational experience for all, informing real-estate strategy.

The HOO will ensure high-quality systems and safe working environments for makers and public. The role encompasses management of IT systems, advising on digital development, leading Cockpit's HR function and responsibility for health and safety compliance.

The HOO will have management oversight for visitor experience and customer service, ensuring maker and public expectations are met and exceeded.

They will manage venue hire, tours and workshops and contribute to the creative development of other public events that generate additional revenue and build engagement.

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Working closely with the Chief Executive, other members of the senior leadership team and the Board of Trustees, the HOO will play a central role in the good governance, risk management and growth of the organisation's operations and services. They will assist in coordinating Cockpit's Board and associated committee meetings and, with the support of an administrator, support the Chief Executive Officer (CEO) with board papers.

The HOO has line management responsibility for five direct reports.

About you

Entrepreneurial self-starter with demonstrable experience in property and building management, project management, budget and fiscal control, HR and team management experience. The candidate should demonstrate expertise in business structure, risk management and governance.

Working in conjunction with the CEO, the HOO is responsible for both evolving and managing the underlying administrative infrastructure of the charity and ensuring that it is fit for purpose. Experience and understanding of financial management, including budget development, forecasting, and VAT are essential.

A sound expertise in property management and building management/control is essential. Knowledge of planning, business and charity financing, leasehold and landlord-tenant legislation is desirable. The role requires strong negotiation skills and the ability to exert influence and maintain critical relationships. It requires a keen focus on delivery and detail as well as the ability to retain big picture perspectives. Exemplary communication skills and the ability to manage multiple priorities are essential. The role requires reasoned and creative problem solving,

Cockpit is looking for an individual who is a real team player, wants to be involved in the development of Cockpit and who is highly competent, organised and efficient in their working practices and is a self-starter. The role will involve flexibility and an ability to correctly assign priorities and maintain a strong relationship with the CEO.

Diversity drives creativity

Cockpit is committed to inclusion, diversity and equity in all our activities, knowing that creativity and innovation are fuelled by diversity. Recognising that equity is a matter of social justice, we foster an inclusive culture where all aspects of diversity are celebrated and seen as key to success and flourishing.

We are committed to building a more diverse community and creating an environment where anyone, from any background, can develop their talents, do their best work and realise their full potential. This extends to our community of makers, staff team and Board of Trustees. We especially welcome applications from candidates with backgrounds currently under-represented in craft, including people from the Global Majority*, and D/deaf and disabled people.

*Global Majority is a collective term that refers to people who are Black, Asian, Brown, dual-heritage, mixed-heritage, indigenous to the global south, and/or have been racialised as 'ethnic minorities'.

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As part of our commitment to increasing the diversity in our staff team and better reflect the communities we serve, we offer a guaranteed interview scheme for candidates who meet all the essential criteria in the person specification and also identify as being from a Global Majority background and/or as D/deaf and/or disabled. This scheme recognises under-representation and that structural injustices mean that, currently, there is not a 'level playing field' in our sector or society.

If you identify as having one or more of these protected characteristics and meet the essential criteria for the job, please state in your application that you would like to be considered under our guaranteed interview scheme.

To ensure accessibility for all candidates, everyone who is invited to interview will be asked in advance to let us know of any access needs.

Read more about our commitment here: <https://cockpitstudios.org/careers/diversity-and-inclusion/>

How to apply

To apply, send a CV and covering letter outlining how you fulfil the brief to sarah@cockpitstudios.org. In the covering letter, please outline your interest in the post and working with Cockpit and how your experience fits the job role.

On submission of your application please also complete our [equal opportunities monitoring questionnaire](#).

Apply by midnight, Sunday 30th June.

First round interviews will be held online on Tuesday 9th June.

We are excited to receive your application.

Warmly,



Jonathan Burton, CEO



JOB DESCRIPTION

Title: Head of Operations
Contract type: Fixed term, maternity cover (July 2024 – May 2025)
Hours: 0.8 FTE (4 days per week)
Salary: £46,400 (£58,000 FTE)
Reports to: CEO
Manages: Studio Managers (Bloomsbury & Deptford), Events and Venue Coordinator, Event Manager (freelance), Youth and Community Producer (freelance)

MAIN PURPOSE OF THE JOB:

As a key member of the leadership team, the Head of Operations (HOO) plays a vital role in the development and delivery of Cockpit's strategic plan, working closely with the Chief Executive. The HOO will ensure operational excellence, site optimisation in Bloomsbury and Deptford and lead on property strategy. The role encompasses oversight of the maker community, management of IT systems, leading on HR and responsibility for health and safety compliance.

This role would suit an entrepreneurial self-starter with demonstrable experience in property and building management, project management, budget and fiscal control, HR and team management. Knowledge of planning, business and charity financing, leasehold and landlord-tenant legislation is desirable. The role requires strong negotiation skills and the ability to exert influence and maintain critical relationships. It requires a keen focus on delivery and detail as well as the ability to retain big picture perspectives. Exemplary communication skills and the ability to manage multiple priorities are essential.

MAIN DUTIES:

1 PROPERTY AND BUILDING MANAGEMENT

Cockpit has two sites in Deptford and Bloomsbury. At each site, a Studio Manager has responsibility for the day-to-day running of the sites and liaison with makers. The Studio Managers will report to the HOO who will coordinate, plan and/or oversee all the practical management of the buildings including repairs and maintenance; alterations and refurbishments; space allocations and use of space; health and safety; tenant/maker welfare/support etc.

The HOO will manage the Studio complexes to ensure they meet the requirements of the charity and resident makers while ensuring commercial optimisation.

The HOO will ensure efficient use of space and consider charitable and commercial objectives when setting prices and rates to ensure a balanced outcome. The HOO is responsible for ensuring compliance on all aspects of Health and Safety, insurance and risk assessment.

The HOO is responsible for project managing all future real estate projects from inception to completion. They will ensure that sufficient resources, budgets and expertise are in place for such projects. The HOO will sit on Cockpit's Property Committee.

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2 LEASES, INSURANCE, LEGAL, RATES AND LA

With oversight from the CEO and Board, and relevant legal advice, the HOO will manage leasehold negotiations with Cockpit's landlord, Camden Council. The HOO will report on such matters to the Property committee of the Board.

Working with the CEO, the HOO will manage licences issued to studio holders developing pricing structures and documentation that reflect Cockpits charitable aims and commercial objectives.

Working with the CEO, the HOO will set hire rates, rentals and other pricing related to Cockpits spaces and services in line with Cockpit's charitable aims and commercial objectives. They will be responsible for issuing associated contracts and licences.

The HOO will oversee all insurance requirements and ensure that terms required are met. The HOO will oversee legal compliance issues in collaboration with the CEO and as directed.

The HOO will maintain good relationships with Local Authorities and be responsible for monitoring and overseeing all rates or other levies in relation to the buildings or the charity itself.

3 COMMERCIAL EVOLUTION AND PROJECTS

The HOO will take an active leadership role in developing and delivering commercial opportunities for the charity in line with its charitable objectives and the strategic plan. The HOO will lead on the strategy for development of space and venue hire, tours, better utilisation of space, and AV studio hire. The HOO will evaluate commercial opportunities/risks and will manage the delivery and ultimate running of such spaces.

The HOO will also oversee the successful delivery and oversight of the cafe operator in Deptford.

4 LIVE EVENTS

The HOO will actively contribute to the creative development of Cockpit events, including but not limited to Open Studios. They will be responsible for the operational planning and timely delivery of the events including budget management. The Event Manager and Events Coordinator will report into the HOO on all relevant events.

The HOO will be responsible for ensuring there is clear post event reporting from all departments, and that this is tracked year on year to ensure it informs future strategy, budgets and investment.

5 YOUTH AND COMMUNITY

Working with the CEO, HOO is responsible for overseeing Cockpit's Youth and Community activities. They will be responsible for the recruitment and management of the producer, as well as overseeing budgets. The HOO will oversee the programming of any Youth & Community activities across the year and ensure these are aligned to the charities objectives and are properly funded. They will work closely with the Head of Development and

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Youth and Community Producer to ensure Cockpit targets the correct funding bids and works with the correct partners to deliver impactful programmes in a cost-effective manner.

6 IT and DATA MANAGEMENT

The HOO is responsible for managing Cockpit's external IT consultant to ensure that all hardware and software bought and used by the charity is up-to-date, efficient, cost effective, secure and suitable for the charity's activities.

The HOO is responsible for overseeing all software and digital upgrades including but not limited to the charity's CRM, cloud-based services and future automation.

7 DATA AND GDPR

The HOO will play a central role in the planning and correct implementation of any data programme for Cockpit. This will be in close collaboration with the Head of Marketing and Digital and the CEO.

The HOO is responsible for GDPR for Cockpit and will take on responsibility for compliance and other copyright or legal practices in relation to safe data management, firewall implementation, working closely with the Head of Marketing and Digital on these matters.

8 COMPLIANCE, RISK REGISTER, HANDBOOKS, HR

The HOO has line management responsibility for the Deptford and Bloomsbury Studio Managers, Events and Venue Coordinator, Event Manager, Youth and Community Producer and overall responsibility for Cockpit's HR function.

The HOO will take responsibility for ensuring compliant staff practices in relation to up-to-date staff contracts, health and safety, maternity and all other relevant HR matters. In association with the CEO and Financial Controller, the HOO will manage and record annual leave.

The HOO will work with the Studio Managers to ensure good Maker welfare and be responsible for policies that result in positive outcomes in relation to the Cockpit community.

The HOO will liaise with the CEO and advise on risks in the HR area and will sit on the People Committee of Cockpit.

The HOO will evaluate when HR risk requires external advice and will agree any necessary actions with CEO.

The HOO will be responsible for the Staff Handbook, The Trustee Handbook, Maker Welcome Pack/Handbooks and all relevant compliance materials for updating and circulation, including all company policies.

Working with the CEO, the HOO will manage the Risk Register and update the Board in a timely manner on any pertinent and impending changes to that with the potential to impact the charity. The HOO will be a member of the Finance, Audit and Risk Committee (FARCo) of Cockpit.

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The HOO will take on responsibility for recruitment practices and onboarding activities for new employees, contractors and trustees.

The HOO will oversee the performance review process, coordinate staff training and be responsible for the training budget.

9 DIVERSITY AND INCLUSION

In conjunction with the CEO, the HOO will oversee and implement policies that foster and reflect the charity's commitment to diversity and inclusion. This may include managing new and existing initiatives, updating policies and undertaking formal reviews. The HOO will champion Cockpit's diversity objectives at the Board's People Committee (PeCo).

10 COMMITTEES AND BOARD

The HOO will provide a support role to the CEO on preparation of Board papers and reports. The HOO will coordinate committee meeting dates and circulate them to the members appropriately, with administrative support. The HOO will oversee the minutes for all meetings, working with an external minute taker. The HOO may maintain activity lists and will work with the CEO and the Board of Trustees to ensure exceptional Governance.

11 CEO DEPUTISATION

The HOO will support the CEO as needed and may, on occasion, be asked to provide support to the Board of Trustees and the Chair.

PERSON SPECIFICATION

Essential knowledge, skills and experience

- Substantial experience in a similar role with senior responsibility for all aspects of operations
- Sound expertise in property management and building management
- Excellent organisational skills including effective planning, prioritisation, risk management, and reporting
- Good financial management skills: budget setting, control, monitoring and resource management
- Events management skills and experience
- Experience of negotiating with, contracting and managing external suppliers to ensure high quality delivery
- High-level people management skills, experience of managing a team, and knowledge of sound HR practices
- Experience of working in a charity or social enterprise and working with a Board of Trustees
- Strong written and verbal communication skills

Desirable knowledge, skills and experience

- Knowledge or experience of craft, design, fashion and/or the wider creative industries
- Experience of building commercial or community/creative partnerships
- Experience or knowledge of fundraising

Essential qualities and attributes

- Demonstrable commitment to equality, diversity and inclusion
- Entrepreneurial and solution-focused, with the ability to approach issues both flexibly and with creativity
- First-class attention to detail and high standards of professional conduct
- Customer-focused, empathic approach, able to communicate and build professional relationships with a wide variety of people and to adapt delivery style as appropriate.
- Affinity with Cockpit's mission and values as a leading UK social enterprise enabling creative people to succeed.
- Self-starter with an ability to work positively as part of a small team