

JOB DESCRIPTION



Job Title	Head of Operations	Duration	Permanent
Division	Development Operations	Hours/FTE	Full-time
Dept	Development	Salary	£45,000 - £47,500 per annum
Reports to	Director of Development	Direct Reports	Three

Context

As the world's leading Museum of art and design, the V&A enriches people's lives by promoting the practice of design and increasing knowledge, understanding and enjoyment of the designed world. The V&A comprises the main site at South Kensington, the V&A Museum of Childhood at Bethnal Green and the archive/study collections site at Blythe House, West London. A future site is also planned to open as part of E20, a new cultural and higher education quarter on the Queen Elizabeth Olympic Park in Stratford.

The Development Department is critical in enabling the Museum to realise its ambitions through raising funds for FuturePlan, the V&A's extensive programme of capital redevelopment, alongside support for acquisitions, exhibitions, curator posts and learning programmes.

Main Purpose of job

The Head of Operations is responsible for implementing and maintaining operational functions, guidance and compliance policies, benchmarking, overseeing the department's use of the CRM and other systems and overseeing the effective management of operational processes within the Development department.

The ideal candidate will have experience in a similar role with a proactive attitude and will need to be highly organised and able to manage several competing priorities at any given time. This role is based in the Development department but will also require the candidate to liaise with colleagues across the museum, such as those in the Finance, IT, CRM and Digital teams.

Key Responsibilities

Overseeing departmental use of **IT systems and the CRM system**, implementing best practice and unified usage and behaviours across the team, providing staff training where necessary, and acting as a representative on implementation, upgrade and re-platform project planning groups to ensure the department's requirements are met.

Work with the **Finance** team and Gift and Finance Manager to ensure gifts of all types to the museum are administered correctly and efficiently. Act as the point-person on matters related to Gift Aid and tax-effective giving in the UK and internationally. Line-manage the Gift and Finance Manager and support them in their role.

Ensure ongoing **compliance with relevant regulatory frameworks** such as the Data Protection Act (2018) and associated regulations (GDPR, PECR), the Freedom of Information Act (2000) and the Charities Act (2011).

Ensure departmental **compliance with internal policies** related to IT, data protection, data security and finance.

Carry out strategic work on (and have good understanding of) HMRC guidance and regulations, Gift Aid and VAT in relation to charitable organisations across a variety of income streams.
Design, implement and maintain business and operational processes across the department to ensure efficiency, good use of investment, mitigation of risk, and to maximise income for the museum.
Manage the Operations team and support team members in their roles to deliver a consistent, reliable and knowledgeable operational function for the department, and communicate the importance of this function to colleagues across the museum.
Support and lead the Appeals and Operations Manager in delivering a successful lower-level giving programme.
Coordinate benchmarking with like-for-like institutions as and when required for auditing purposes.
Work with colleagues around the museum to deliver digital content to patrons, Members and supporters.
Collate reports for the Director of Development, Director, Board of Trustees and other colleagues.
Oversee the smooth running of the office and other general duties , such as preparing external documents and speeches, delivering presentations, attending meetings, and writing and reviewing strategic documents.

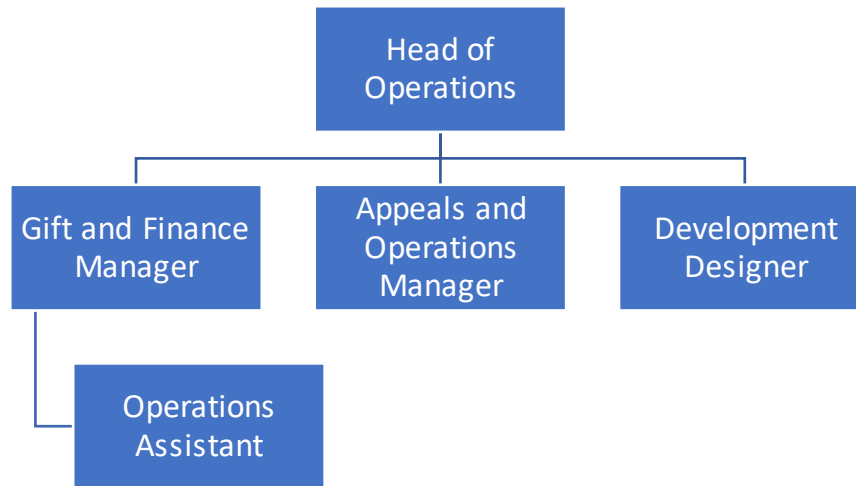
The above job description is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role

PERSON SPECIFICATION

Job Specific	*Highly-experienced with CRM systems and strong, adaptable knowledge of IT systems. Experience with system implementation, upgrade and re-platform projects.
	*Excellent knowledge of relevant charity legislation, Gift Aid, data protection, due diligence and best practice, showing commitment to ensuring department knowledge is up to date.
	*Knowledge of finance and accounting processes within a charity or similar environment.
	Experience of line management and leading a team.
Core Skills	Excellent standard of written and spoken English, and highly numerate with the ability to carry out complex numerical analysis
	Significant interpersonal and consultative skills, including the ability to communicate, present, negotiate, influence and build credibility with colleagues and external parties
	A logical mind with strong, adaptable problem-solving skills and the ability to think strategically
	Significant experience of managing and prioritising a high workload and multiple complex issues and tasks in a changing environment with tight deadlines

Behaviours	<p>Respects others' expertise, time, perspectives and contribution.</p> <p>Takes responsibility for delivering on actions, achieving high-standards and learning from mistakes</p> <p>Open to change, new ideas and suggestions; looks for opportunities for improvement and self-development</p> <p>Works with others outside their own department in a collaborative, understanding, and, engaging way.</p> <p>Actively leads and manages others, taking ownership of corporate decisions and role models positive behaviours.</p>
Desirable	<ol style="list-style-type: none"> 1. Knowledge and understanding of tax effective giving in the UK and US. 2. Experience using Adobe Creative Cloud applications 3. Enthusiasm for the V&A and its mission

Position in the team



Hours: Net working hours (i.e. excluding meal breaks) are 36 per week.

Normal working hours are 9am-5.15pm Monday to Thursday and 9am-5pm Fridays.