



Head of Operations – Maternity Cover

Location: Gloucester, hybrid working considered

Contract: Temporary, fixed term: July 2025 – April 2026 with a possible extension

Hours: full time, 37.5 hours per week

Salary: £32,000 - £35,000 per annum (pro-rata)

Reports to: Director of People and Organisational Development

Closing date: Sunday 15th June

Interviews: 25th & 26th June

The Music Works

The Music Works is an award-winning Gloucestershire charity that uses music as a vehicle to transform the lives of young people (8-30 years) living in challenging circumstances. We work with all abilities, from absolute beginners to some of the county's most skilled emerging artists. We specialise in music technology and production, singing and song writing, rap and beatboxing, using a range of musical instruments from guitars to Djembe drums, because we have found these approaches to be the most accessible and achieve the best outcomes. Here's an introduction to our work https://youtu.be/zz14_Zi2POY and our website is www.themusicworks.org.uk.

About the role

At the beginning of August our Head of Operations will be going on maternity leave for at least the next 9 months. We are looking for a highly organised, strategic problem-solving professional to step into this role and maintain operational excellence across the organisation.

This is an excellent leadership opportunity for an experienced Operations Manager who thrives in a dynamic and creative environment. In this comprehensive role, you will oversee these key areas:

1. **Volunteer Programme**
2. **HR , Learning & Development**
3. **Recruitment & Onboarding**
4. **Policy, Safeguarding & Compliance**
5. **IT & Systems Management**

You'll work closely with the Director of People to implement and maintain our people strategy while providing leadership in these key operational areas.

The ideal candidate will have strong leadership skills, experience in managing multiple systems, excellent people management abilities, as well as a strategic approach to compliance and policies. You'll report directly to our Director of People while line managing three team members. This is an excellent opportunity for an ambitious individual looking to broaden their existing operational management experience and take the next step in their career progression.

If you're passionate about empowering young people, have exceptional organisational skills, and can hit the ground running in a temporary but crucial leadership role, we'd love to hear from you.

Key responsibilities

Volunteer Programme Lead

As the Volunteer Programme Lead, you'll be responsible for managing our diverse volunteers through their whole journey: from recruitment and onboarding to continued support and celebration. You'll coordinate our regular, placement, and drop-in volunteers, oversee the yearly work experience placements, and ensure compliance with all of our policies. You'll work collaboratively with the volunteer team, heads of and senior leaders' team, while implementing strategies to maintain diversity, build stakeholder relationships, and create a supportive environment where all volunteers feel valued.

- Implement volunteer strategy and funding requirements
- Oversee volunteer recruitment, management, and development programmes
- Ensure the programme aligns with organisational objectives and values
- Maintain diversity and inclusion throughout the volunteer programme
- Develop and nurture stakeholder relationships to enhance volunteer engagement

HR, Learning & Development

You'll develop and maintain our learning and development materials ensuring the team has access to quality online training resources. You'll work closely with workforce development to deliver training solutions while also ensuring HR compliance by maintaining personnel files, tracking absences, supporting accessibility needs, and liaising with our HR consultant.

- Create and implement engaging online learning resources
- Ensure the team completes relevant training including safeguarding, first aid, fire warden, and online courses
- Track and ensure completion of all mandatory training requirements
- Maintain HR compliance and personnel documentation

Recruitment & Onboarding

You'll oversee recruitment from beginning to end. You'll guide the relevant teams through our established process, organise the interviews, prepare all necessary documents, monitor progress via the recruitment Team channel and evaluate the diversity of applications.

- Oversee our recruitment and onboarding processes
- Ensure diversity and inclusion principles are embedded in all recruitment activities
- Support implementation of staff training and development programs

Policy, Compliance & Safeguarding

You'll be responsible for ensuring our policies are maintained, shared and updated across the organisation, while playing a key role in supporting the DSL (Designated Safeguarding Lead) team. You'll receive specific DSL training to help you understand and support our safeguarding processes, though we won't expect you to become a DSL yourself.

As our Data Protection Lead, you'll handle breach reports, and work closely with the Data Protection Trustee to ensure compliance with relevant legislation.

- Ensure compliance with relevant legislation and regulations
- Lead on policy development and review processes
- Support the safeguarding team in maintaining our safeguarding system
- Oversee data protection practices and compliance

IT & Systems Management

You'll play a crucial role in ensuring all of our systems are working effectively and efficiently. Your IT responsibilities include device management, some basic technical support and supporting our CRM decision and integration.

- Oversee all of our systems and ensure they remain effective and compliant
- Maintain our HR functions and management of all personnel
- Drive continuous improvement in operational processes and systems
- Ensure data protection compliance across all systems

Leadership & Management

As a member of our Heads of Team group, you'll contribute to strategic decision-making, represent operational perspectives in team-wide discussions, and help drive organisational initiatives.

You'll support three direct reports while fostering a positive and productive work environment. You'll be responsible for developing your team through regular 1-1's and structured development plans, ensuring they have the resources needed to excel in their roles.

- Provide great leadership and support to the Operations Team
- Collaborate with Heads of Team
- Contribute to strategic planning and decision-making processes

General

- Promote and comply with organisational values.
- Be responsible for identifying and undertaking training and personal development.
- Undertake any other duties as may be reasonably be required.

Person specification

Essential:

- A high level of organisation, administrative and time management skills
- Ability to work independently to deadlines and targets
- A great problem-solver and strategic thinker
- Very IT competent
- Excellent communication skills, with ability to work effectively with a wide range of people, in both verbally and in written formats.
- Systems management and evaluation experience
- Ability to work and contribute effectively in a team
- Ability and desire to work independently and flexibly
- Commitment to diversity, inclusion and safeguarding
- A belief in the transformational powers of music for young people

Ideally, we'd also love it if you have:

- A previous role in an arts, culture or charity sector
- Experience with monitoring and evaluation platforms e.g. Upshot
- Experience working in an HR role

- Experience of policy development
- Experience of managing budgets
- Line management experience

Our Benefits

- Pension is 3% of basic salary
- Flexible working
- Lots of staff training and development opportunities
- Cycle to work scheme and a shower at work so we encourage you to be active
- Enhanced Maternity policy
- Wellbeing and social programme for staff
- Annual leave entitlement: 22 days plus bank holidays plus all the days between Christmas and New Year
- Your birthday day off
- Staff can request additional unpaid leave throughout the year
- A really amazing staff team and culture

HOW TO APPLY

If you wish to apply, please submit your current CV and a cover letter to recruitment@themusicworks.org.uk. Please ensure that your cover letter shows how you meet the person specification and demonstrates how your skills and experience meet the role requirements. We will only accept applications with a CV and cover letters that come directly from applicants. Interviews will be held on **25th & 26th June**. If you're unable to make this please let us know in your application.

We also ask that you complete an equality form (this is anonymous and is only to help us make sure we are reaching a broad range of people). <https://forms.office.com/r/vrdJxdJs7n>

The use of AI tools (e.g., ChatGPT or similar) is permitted in the application process. However, we strongly advise against copying and pasting answers from AI tools, as this often results in generic responses. We encourage you to showcase your own experiences, voice, and style in your answers and note that this is particularly important given the communication expectations of this role.

Diversity and inclusion are at the heart of our organisation, and we promote equal opportunities. We believe this can be achieved through attracting, developing, and retaining a diverse range of staff from many different backgrounds who reflect the community we serve. We encourage applications from all backgrounds.

We use positive action under section 159 of the Equality Act in relation to disability or race. This means that if we have two candidates of equal merit in our process, we will seek to take forward the disabled, or global majority candidate in order to diversify our staff team.

In line with The Music Works safeguarding policy, this job is subject to enhanced DBS checks and satisfactory references.