



Operations Director, East London Business Alliance

JOB DESCRIPTION

Terms & Conditions

Job Title:	Operation Director
Reports to:	Chief Executive Officer (CEO)
Direct reports:	Head of Programmes x 4
Salary:	£60k+ negotiable (competitive)
Hours:	35 hours per week, some evening work is required.
Annual Leave:	28 days per annum plus 8 public holidays. Additional leave accrues after 3, 5 and 10 years of service.
Location:	East London Business Alliance 3rd Floor, City Reach 5 Greenwich View Place London E14 9NN ELBA operates on a hybrid flexible working basis, where staff work both in-office and remotely throughout each week. The specific distribution of days in-office and remote work may vary depending on activities and events.

About ELBA

ELBA's mission is to bridge the gap between businesses and communities to drive social change and create opportunities for all. The organisation is dedicated to tackling the systemic issues of social mobility, poverty, and inequality, particularly in East London and surrounding areas. ELBA achieves this by mobilising the resources, skills, and expertise of the business sector to support over 36,000 beneficiaries each year.

At the core of ELBA's mission is the belief that everyone deserves the chance to thrive, regardless of their background or circumstances. By fostering partnerships between businesses and communities, ELBA aims to create sustainable change, improve access to services, education and employment, and build stronger, more inclusive communities. Through its programmes and interventions, ELBA works to ensure that economic growth benefits everyone and that barriers to opportunity are dismantled.

Each year, over 100 corporations and regional stakeholders channel their efforts, volunteers, resources, and social impact strategies through ELBA to achieve meaningful impact. The organisation is widely trusted and recognised for designing, managing, and measuring award-winning corporate-community investment partnerships. ELBA collaborates with leading organisations across financial services, law, insurance, professional services, real estate, and technology as well as with local charities, schools, universities, the NHS, and local authorities.

Job Purpose

The Operations Director is a strategic leader responsible for overseeing ELBA's operational functions to maximise community impact and strengthen corporate partnerships. This role is pivotal in ensuring that programme teams are empowered, supported, and held accountable for achieving their objectives. The Operations Director will work closely with the CEO and Partnership Directors to sustain ELBA's position as a leader in Employee Supported Volunteering (ESV), social mobility, and place-based initiatives.

Working for ELBA

As well as a competitive salary we have a generous annual leave entitlement that increases with length of service; life assurance; 5% employer pension contribution; BUPA health cash plan; enhanced maternity and paternity pay; an active wellbeing and equalities programme led by staff; a varied and busy learning and development schedule; bicycle purchase scheme; and an Employee Assistance Helpline. In our staff survey our people tell us they love the interaction with active and caring colleagues; the worthwhile nature of our work; and great agency in how they deliver their objectives.

ELBA is a very diverse organisation, representative of the community we serve in East London.

Key Responsibilities

1. Leadership and team management:

- Oversee Heads of Programmes, ensuring they are equipped, motivated, and accountable for their own and their teams' objectives and performance
- Foster a culture of collaboration, innovation, and accountability within and across programme teams.
- Ensure that Heads of Programmes have the resources and support needed to achieve their goals and respond effectively to emerging needs.
- Provide coaching, guidance, and professional development opportunities for the Heads of Programmes to foster a high-performing, motivated team.
- Work collaboratively with them to establish a consistent framework for performance management across operational teams, setting clear expectations, conducting regular reviews, and supporting staff in achieving their professional goals.
- Working with HR, support the Heads of Programmes with the recruitment, onboarding, and training of new staff within the Operations teams, ensuring that they are well-integrated and aligned with ELBA's mission and culture.
- Collaboration with the wider Leadership Team, collaborate closely with the Heads of and Partnership Directors and the CEO to align ELBA's operational and programme activities with community and corporate needs.
- Provide operational insights and support for the delivery of ELBA's strategic objectives, enhancing ELBA's offerings for both community and corporate partners.

2. Operational Strategy and System Management

- Lead the development and continuous improvement of systems, processes, and procedures that support effective operations across ELBA.
- Ensure operational systems are adaptable, user-friendly, and aligned with ELBA's strategic goals.
- Actively contribute to ELBA's strategic planning processes, ensuring that operational considerations align with the organisation's short- and long-term goals.

- Identify areas for operational innovation, recommending initiatives that improve ELBA's agility, scalability, and overall effectiveness.
- Drive the development of key performance indicators (KPIs) for operations, providing regular updates to the CEO and senior leadership team to track organisational progress.
- Drive the organisation-wide adoption of Salesforce, fostering data-driven decision-making and performance tracking.
- Champion wider digital transformation initiatives, encouraging teams to leverage technology to enhance collaboration

3. Cross-Functional Collaboration and Process Improvement

- Work with internal colleagues to strengthen cross-functional efficiencies, promoting best practices and reducing operational silos.
- Support the development and refinement of initiatives that expand ELBA's value to its stakeholders, enhancing programme quality, and impact.

4. Impact Measurement and Reporting

- Champion ELBA's commitment to measurable impact by building upon current impact reporting frameworks and improving data capture and analysis methods.
- Promote a data-driven approach to programme management, with transparent and accurate reporting on partnerships and social impact.

5. Resource Management

- Alongside the Group Finance Director, develop and implement a resource allocation plan, ensuring that programme teams have the tools, staffing, and budget required to meet ELBA's objectives.
- Oversee the management of operational budgets, ensuring that financial resources are effectively utilised to support programme delivery and organisational growth.
- Collaborate with the Finance team to monitor budget performance, making adjustments as needed and identifying areas for cost efficiencies.

6. Compliance and Risk Management

- Ensure that all ELBA programmes comply with all relevant regulations, including safeguarding, data protection, health and safety, and legal requirements, promoting a culture of compliance across the organisation.
- Develop and implement risk management processes that safeguard ELBA's assets, information, and people, ensuring proactive identification and mitigation of potential risks.
- Conduct regular audits of operational processes, ensuring that policies and procedures align with best practices and regulatory standards.

7. Sustaining ELBA's Leadership in ESV and Social Impact

- Contribute to ELBA's leadership position in ESV, social mobility, and place-based projects by delivering operational excellence and supporting innovative community engagement initiatives.
- Maintain a strong understanding of sector trends and emerging best practices, positioning ELBA as a thought leader in community impact and corporate partnership.

Key Competencies

- **Leadership and People Management:** Proven experience in managing and motivating teams, with an emphasis on empowerment and accountability. A track record of leading a high performing and impactful team.
- **Strategic Thinking:** Ability to align operational activities with broader organisational goals and the capacity to anticipate and respond to sector trends. Experience of contributing to, implementing and monitoring an organisational strategy.
- **Operational Excellence:** Strong track record of developing and refining systems, processes, and reporting frameworks in a complex organisational setting. Strong track record of developing, implementing, and managing organisational systems, processes, and procedures that improve efficiency and align with strategic objectives.
- **Stakeholder Management:** Skilled in building and maintaining strong relationships with diverse internal and external stakeholders, including senior leadership, corporate partners, and community partners.
- **Data-Driven Decision Making:** Familiarity with CRM systems (Salesforce preferred) and commitment to leveraging data for insights and operational improvements.
- **Impact Orientation:** Demonstrated commitment to reducing poverty and inequality with experience in impact measurement, reporting, and outcome-based management.

Person Specification

- Significant experience in a senior operations role
- Extensive experience in line management, ideally overseeing senior managers who lead their own teams.
- Strong understanding and experience of ESV (both group and skilled volunteering) community development, corporate partnerships, social mobility initiatives and other models that engage corporate partners in social impact projects.
- Proven experience in managing operational systems, processes, and cross-functional collaboration.
- Experience with Salesforce or other CRM systems and a strong commitment to data-driven practices.
- Significant experience in resource planning, budget management, and ensuring efficient allocation of resources across complex projects and programmes.
- Skilled in strategic planning and aligning operational activities with wider organisational goals, with the ability to translate strategy into actionable plans
- In-depth knowledge of compliance requirements, including data protection, health and safety, and regulatory standards relevant to the non-profit sector.
- Experience in risk assessment and management, with the ability to identify and mitigate operational risks proactively.



- Track record of implementing quality control measures that uphold best practices and improve operational consistency.
- Excellent communication skills, with the ability to convey complex operational issues clearly and inspire confidence in staff, senior leadership, and external partners.

Desirable

- Formal project management qualifications (e.g., PRINCE2, PMP) are advantageous but not essential.
- Demonstrated experience in leading digital transformation initiatives and adopting technology to streamline workflows and support a data-driven culture.
- Understanding of the challenges and opportunities related to social impact measurement and reporting.
- A good understanding of ELBA's proposition and competitors' products.
- Experience of safeguarding policies and procedures.

ELBA wants to represent the diverse community we support and aims to be an inclusive employer in terms of ethnicity, disability, sexual orientation & background. We are an equal opportunities employer and we welcome all applications.

Please note this role is required to have an enhanced Disclosure and Barring Service (DBS) check. The successful candidate will be required to comply with ELBA's safeguarding policies and any appointment will be subject to satisfactory references as well as DBS.