



Operations Director

Contract: Permanent position

Hours: Full time, 35 Hours per week

Salary: £55,000

Location: Home working with regular travel to / from London

Overview

Women into Construction's mission is to Change the Face of Construction. Women into Construction (WiC) provides bespoke support to women wishing to work in the construction industry and assists contractors in recruiting, retaining and progressing female talent, helping to reduce skills gaps and create a more gender-equal workforce.

We have been established in London for the last 15 years and throughout this time have extended our services to the West Midlands, Cambridgeshire, Essex and East Anglia areas. Due to the demand in our programmes we are now widening our reach to other areas within the UK.

Our people are key to our success, and we are now seeking an exceptional Operations Director to support our next phase of growth. We offer in return a work environment which is flexible, fast moving and supportive. If you are passionate about equality in the workplace, have the relevant skills and experience and are ready to be part of our exciting expansion of services that positively impact the lives of women we work with, we look forward to receiving your application.

The Role – Operations Director

To review, refresh and develop Women into Construction's operational delivery, ensuring quality of service and value for money for our women and corporate clients.

Key Responsibilities:

1. Programme Management

To plan and manage the delivery of employment and progression programmes for women in collaboration with funders and corporate sponsors, ensuring contracted targets are achieved in line with budget.

2. Project Mobilisation

To ensure effective project planning is in place such that all projects are delivered on time, to budget and of high quality.

3. Project Delivery and Management of the WiC Delivery team

Monitoring of project delivery quality, risks and issues. Management of project budgets and reporting to management on delivery progress against contracted targets.

4. Project Close Out

To ensure projects are closed out efficiently with all reporting and data management requirements met.

5. Delivery Transformation Programme

To standardise and streamline delivery processes and procedures to realise efficiency gains and add value to the customer experience.



Specific Duties

1. Programme Management

- Plan and agree the delivery schedule per quarter for contracted projects including allocation of staff resource and external delivery partners.
- Monitoring of project delivery outputs and outcomes against contracted targets.
- Creation of regular KPI reports to WiC management team & Board.
- Organisation and management of Project meetings with partners.

2. Project Mobilisation

- Ensuring all project contract documentation is in place prior to commencement.
- Ensuring project plans are fully developed and agreed between all stakeholders and project meetings are in place.
- Creation of project trackers and ensuring document filing structure is in place for each contracted project.
- Creation of SLAs with subcontract and other delivery partners.
- Liaison between Project Managers and Communications Lead to plan recruitment campaigns to meet contract requirement. Sign off of all project communications materials (recruitment and during delivery phase).

3. Project Delivery

- **Line management of WiC Project Managers (5 of currently)**, resolution of day-to-day delivery queries and issues.
- Responsible for management of individual project budgets & authorisation of discretionary expenditure.
- Monitoring of project delivery quality to ensure client's expectations and contract requirements are met.
- Ensuring suitable risk management is in place for all project delivery activities.
- Ensuring individual project reporting is up to date – identification of any risks or issues to successful delivery.
- Creation of remedial action plans where quality or delivery falls below contract requirements.

3. Project Reporting & Close out

- Responsible for ensuring any contracted project claims are completed on time and to specific funder's requirements.
- Ensuring project close out report, evaluation analysis and case studies are completed per project.
- Ensuring all project documentation is filed in line with record retention requirements.

5. Delivery Transformation Programme

- Creation of a Quality Management system including an integrated document management system, ensuring all project documentation is filed in line with GDPR requirements.
- Creation of a Risk Management approach within day-to-day operations activity



- IT system upgrade - working with the Finance Manager to specify and then upgrade the data management system into a fully functional CRM system to meet current and future business requirements.

Person Specification

Qualifications (Desirable):

Bachelor's degree and several years' relevant experience and/or training; or equivalent combination of education and experience.

- Project Management Qualification Essential

Relevant Experience (Required):

- **Experience of Programme management – with employment and skills project delivery experience.**
- Line management experience in a virtual environment
- Excellent written and verbal communication skills including the ability to present internally and externally
- Advanced knowledge of Excel and ability to take initiative and design reports to be presented to management and clients.
- The ability to establish good working relationships with internal and external colleagues.
- Ability to effectively work independently and as part of a team, with a high-level of self-motivation and ability to set and meet goals.
- Excellent attention to detail
- Flexibility and willingness to work simultaneously on a wide range of tasks and projects and ability to prioritize tasks.

Relevant Experience (Desirable):

- Experience of partnership working between third sector and corporate sector.
- Experience of working with / in the Construction sector.

Equal Opportunities

WiC values diversity, equality and fairness and seeks to develop a diverse team. We welcome applications from anyone committed to our values and vision for the construction industry. Please inform us of any reasonable adjustments you might require to enable to you attend your interview.

Applications

Stage 1 interviews will be held on March 28th – in London or online.

Closing Date: 17th March, 5pm

To apply for this position please email your CV and covering letter highlighting your suitability for the role to Kath.Moore@women-into-construction.org