



Head of Operations

Job pack

Thank you for your interest in working at the Brent Irish Advisory Service (BIAS). This job pack should tell you everything you need to know about what it means to work at BIAS and how to apply for this role.

In this pack you'll find the following information:

- What does BIAS do?
- Role profile
- Person specification
- Terms and conditions
- What we offer our staff
- How to apply

Want to chat about this role?

If you want to chat about the role further, you can contact Mike McGing or Suzanne Boraston by emailing recruitment@biasbrent.co.uk to arrange a call.

What does BIAS do?

BIAS is a local charity which has supported England's largest Irish community in Brent for almost fifty years. We deliver our support through our welfare and housing advice service, our active ageing clubs, our volunteer project and our Be-a-Friend scheme. We raise over £2 million in extra income every year for the most vulnerable and disadvantaged in our community, and have over 6000 attendances at our club services. In 2025, BIAS expanded its services into Haringey borough, and we have exciting plans for further expansion of our projects and geographical reach.

We have supported England's largest Irish community for over 48 years and the Irish community come to us first and foremost. BIAS makes a real difference, every day, to people from all walks of life. Our impact and value for money is demonstrated throughout all our projects.

We offer a variety of services to improve the wellbeing of the Irish community. Our free advice project gives people the knowledge and the confidence they need to find their way forward — whoever they are and whatever their issue. Our active ageing project helps improve community health and engagement, while our befriending scheme provides support and companionship to older people who live on their own.

We adapt and change as the needs of our community change. We always go the extra mile to make sure that we are providing our community with the best possible services, and we are excited by the opportunities and challenges that come with being a small and agile charity.

We put people at the centre of everything we do. Our organisation is built on an ethos of hospitality and inclusivity, and we offer a warm and compassionate welcome to all. We're committed to equity, diversity and inclusion, and know that community wellbeing starts with our own staff.

For further information about BIAS, please see our website www.biasbrent.co.uk.

The role

About the role

Do you want to work for an organisation that makes a real difference, every day, to people from all walks of life? Do you want to use your operational management experience to have a tangible impact in the community? This is an exciting opportunity for an experienced team leader looking to take on a meaningful new career challenge to join the Brent Irish Advisory Service (BIAS) as Head of Operations.

You will head up a small, friendly and high-performing team of project coordinators and frontline advice and community-support staff to ensure that we provide the highest-quality service to our clients. You will take the lead on further building and developing BIAS's new services in Haringey, ensuring that we replicate our excellent quality of service, strong record of positive outcomes and loyal service-user base. As a key member of the senior leadership team, the role will also give you the opportunity to have a direct impact on shaping BIAS's future strategy and direction, and making sure that our vital services continue to reach those who need them most.

Who we are looking for

We are looking for an experienced and enthusiastic team leader who is seeking a meaningful new career challenge and wants to make a real impact on London's Irish community as part of a busy, dynamic charity.

You will provide effective leadership across all of BIAS's projects, working closely with project coordinators to ensure that they and all staff have the necessary support, motivation, resources and development opportunities to allow them to provide the highest quality of service to our clients in both Brent and Haringey boroughs. Your excellent people skills will allow you to foster a positive and collaborative working environment and strong team spirit, to ensure good lines of communication between staff, volunteers and partner organisations, and to work to promote and develop BIAS's new services.

With a strong commitment to quality, excellent eye for detail and well-developed drafting skills, you will take the lead on monitoring project delivery and preparing internal and external impact reports. In cooperation with the advice team, you will ensure that BIAS maintains its high standard of welfare and housing advice and successfully obtains renewal of its Advice Quality Standard (AQS) accreditation.

This role will also give you the opportunity to have a direct impact on shaping the organisation's future strategy and direction, using your in-depth understanding of community needs and of the broader charity landscape. You will work closely with the CEO and Finance Manager on financial planning and grant management, and will take a proactive approach to identifying and

pursuing new funding opportunities to ensure BIAS's continued financial sustainability.

You will enjoy working as part of a busy, motivated and supportive team and will be able to adapt well to changing priorities, taking a hands-on approach to project delivery wherever needed. Excellent IT skills and experience of managing CRM systems are essential, as is a strong and demonstrable commitment to equity, diversity and inclusion.

If you are an experienced team leader looking to move into the advice and community-support sector but don't yet have all the desirable skills listed below, please consider applying as specialised training and development support will be made available to the right candidate.

Role profile

Staff management

- Manage a team of five project coordinators and five front-line staff to ensure effective delivery and monitoring of BIAS's core welfare and housing advice, active ageing, volunteering and befriending projects, which support over 900 people per year.
- Manage HR procedures, including employment contracts, probation assessment, leave administration, staff supervision, performance management and exit procedures.
- Conduct recruitment procedures where needed, and supervise the onboarding process for new joiners.
- Oversee training and development needs and budgets.
- Ensure good teamwork and lines of communication between staff, including by chairing regular staff meetings.
- Create a positive working environment in which equity and diversity are promoted and staff can do their best.

Project management

- Project-manage the further development of new advice and active ageing services in Haringey borough.
- Take the lead on promotion and marketing of BIAS's services, including by representing the charity to partner organisations and at external events.
- Contribute to the organisation and running of regular community and fundraising events.

- Deputise for the Advice Services Manager where needed, supporting the welfare and housing advisers with complex casework, forward planning and client management.
- Support the Active Ageing Coordinators and volunteer teams wherever needed with the day-to-day running of the active ageing clubs.

Quality and service delivery

- Oversee quality-assurance procedures in line with the Advice Quality Standard (AQS), and spearhead biannual renewal of BIAS's AQS accreditation.
- Oversee the running of BIAS's volunteer project in line with the Investing in Volunteers quality accreditation standards.
- Serve as internal data protection officer, monitoring GDPR compliance, managing risk and responding to any potential data breaches.
- Serve as BIAS safeguarding lead, ensuring that safeguarding policies and training are kept up to date, and that all safeguarding concerns are appropriately addressed.
- Work with the Fundraising and Communications Manager to administer the BIAS website and implement BIAS's social media strategy.
- Administer BIAS's IT and client management systems (Microsoft 365, SharePoint, BrightHR, Lamplight CRM), coordinating training, updates and troubleshooting.

Operational leadership

- Advise the CEO on all staffing and service-delivery issues.
- Monitor and report on service delivery, including through monthly advice and volunteer-project reports, quarterly Board reports and regular funder reports.
- Carry out regular reviews of BIAS's annual business plan, risk register, five-year strategy and internal policies and procedures, providing recommendations to the CEO and Board of Trustees on strategic direction.
- Research and secure funding from grant-making organisations, ensuring BIAS's future financial sustainability.
- Work closely with the Finance Manager and CEO on budgeting, grant monitoring, cashflow and financial authorisation.

Person specification

Essential Criteria

- Ability to manage high-performing teams and experienced project coordinators, working collaboratively to deliver services.
- Proven project-management skills and ability to ensure that activities are successfully delivered and key objectives met.
- Ability to take the lead on client/project data analysis, grant research, funding applications and reporting.
- Demonstrable experience in change management, problem-solving and innovation.
- Ability to successfully coordinate community events.
- Excellent organisational skills and experience of working to deadlines while coping with competing priorities.
- Ability to use initiative and sound judgement to solve problems quickly and decisively.
- Ability to communicate effectively at all levels, both orally and in writing, building good working relationships across staff, clients and partner organisations.
- Experience of managing customer relationship management (CRM) systems.
- Excellent IT skills, including a good working knowledge of Microsoft 365 and SharePoint.
- Flexibility and willingness to take a hands-on approach and get involved in areas outside of expertise where required.
- Proven ability to create a positive and collaborative working environment in which equity and diversity are well managed and staff are empowered and motivated to do their best.

Desirable Criteria

- Awareness and understanding of the needs of the Irish community.
- Knowledge of the Advice Quality Standard (AQS) and Investing in Volunteers quality standard.
- Ability to plan and manage budgets and contribute to decisions on the allocation of resources.
- Experience in HR matters.

Candidates must be eligible to work in the UK. The job description is a guide to the nature of the work required of the Head of Operations. It is not wholly comprehensive and may be reviewed as required. We will also offer training opportunities to support your career development.

Terms and conditions

- Permanent contract (subject to continuation of funding) for 35 hours per week. Generally Monday to Friday, 9am to 5pm (with an hour's unpaid break).
- Working from BIAS's advice offices and club venues in Willesden and Haringey (Hornsey and Tottenham), with some options for flexible working (one day per week).
- Salary range depending on experience and qualifications: £45,000 to £48,000.

What we offer our staff

As a charity that strives to improve the wellbeing of our community, we understand that this starts with our staff. As part of our commitment to this we make annual cost-of-living adjustments to staff salaries. Other benefits of working at BIAS include:

- In addition to bank holidays, BIAS provides 25 days' annual leave entitlement, rising to 27 days after 5 years.
- BIAS pension scheme.
- Employee Assistance Programme and opportunities for training and professional development.
- Cycle-to-Work scheme.
- This role will be based in our offices but there may be some options for flexible working (i.e. one or two days per week).
- We recognise the importance of downtime with colleagues, and BIAS organises a funded Christmas party and summer get-together.

How to apply

To apply, please send a **CV and cover letter** to recruitment@biasbrent.co.uk. Your cover letter should demonstrate how you meet the essential and desirable criteria for this role, with supporting examples.

The deadline for applications is **29th August 2026** but we encourage candidates to apply as soon as possible, as interviews may be carried out on a rolling basis.