



Head of Administration and Operations JD V2.1

Job Title:	Head of Administration and Operations
Responsible to:	CEO
Hours:	28 hours per week
Work Location:	Hybrid
Salary:	£35k - £40k depending on experience (prorated)
Direct Reports:	Finance and HR Coordinator, Programme Support and Volunteer Coordinator, Business Analyst and Trustee Support
Cross team working	Finance Director, Head of Service and Fundraising Manager

Role Overview:

Kangaroos is entering an exciting period of development and is expanding its team.

We are a Mid Sussex Charity that supports over 400 families, providing clubs and activities for people with learning disabilities, including those with complex needs. Over the next 2 years we want to expand our service by 30%, so that we can offer more activities and work with all families that would like to access our service. We currently have a waiting list of 88 families.

We are looking for a Head of Administration and Operations to join our team to support this development. Reporting to the CEO, this is a newly created key senior role which has operational and strategic responsibilities for managing Kangaroos HR, Finance and Admin functions. This involves running efficient, clear and effective processes and systems, providing excellent project and risk management and striving for continuous improvement, to support Kangaroos to deliver the highest standards of care and support for members and their families.

Main Duties

- **Administration**
- **HR**
- **Finance**
- **Reporting, Monitoring and Evaluation**
- **People Management & Team Working**
- **Other**

Administration:

Club and Activities Administration

- Lead the administrative procedures involved in booking members into clubs and activities using Vcita CRM to ensure an efficient and effective service for members



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- Create and manage rotas for Kangaroos services, ensuring suitable volunteers, staff and sessional workers are booked to work and rotas are compliant with Ofsted requirements and H&S/employment legislation
- Oversee invoicing and payment collection relating to clubs and activities
- Manage all responses to enquiries from parent carers, schools and social care in a professional and sensitive manner, ensuring issues are addressed or escalated as appropriate
- In accordance with data protection legislation, ensure all relevant data and information is accurately recorded on Vcita and maintain organised and up to date electronic and paper filing systems.
- Support colleagues to use administrative processes correctly and efficiently

Office Administration

- Oversee the efficient administration of Kangaroos, including organising services from suppliers/third parties, maintaining organised and up to date filing systems for relevant data and records, coordinate Kangaroos office health and safety responsibilities, including point of contact for Health & Safety at the Hub
- Coordinate ITC needs and assist colleagues with IT & telecoms issues, including liaising with suppliers
- Support the creation and distribution of communications, e.g. updating website content, assisting with the production and distribution of digital and hard copy publicity materials
- Contribute to the continuous process of reviewing and updating Kangaroos administrative systems and procedures, encouraging ideas and feedback from colleagues and identifying external best practice

Trustee and CEO Support

- Lead the development and review of consistent policies (the Policy Matrix), procedures and quality assurance standards that support Kangaroos values and comply with Ofsted and other legislation and guidance
- Oversee the work of the Business Analyst and Trustee Support officer in the organisation and production of Management Committee Meeting agendas, minutes and other documents
- Support the CEO in governance-related administration as directed, e.g. updating policies, contracts and associated documents

HR:

HR Strategy, Planning & Management

- Manage all issues relating to HR for the organisation, including the effective use and development of the HRIS system, SafeHR
- Support the CEO to identify strategic and operational HR priorities and develop plans to deliver these
- Advise and support the CEO on HR issues and appropriate solutions
- Promote a culture of learning, development and sharing of good practice across all teams
- Develop a Learning and Development programme for all staff and volunteers; including identifying training needs, sourcing training/development opportunities, organising sessions and gathering and reviewing feedback
- With the Finance and HR Coordinator, manage the recruitment, onboard, employment and offboarding of all Kangaroos staff and sessional workers to ensure Kangaroos continues to provide an outstanding, quality service, which is continuously striving for improvement
- Support the Volunteer Coordinator to design, implement and oversee a Volunteer Programme that delivers, supports and retains a pipeline of volunteers

Generalist HR Support

- Support senior colleagues in addressing employee relations matters including disciplinary/performance/attendance issues and grievances and leading investigations/formal processes for complex/serious issues
- Ensure consistent high standards in general HR administration, including maintaining accurate employee and volunteer personnel and training records, ensuring compliance with GDPR requirements
- Carry out regular HR reporting/analysis

Performance Management & Development

- Develop and implement a competency-based Performance Management Framework that articulates expected skills, behaviours and training/development requirements for staff and volunteers
- Establish succession planning process that ensures the sustainability of staff teams and quality of Kangaroos services
- Agree future staffing needs with the CEO and colleagues and develop plans to meet these, ensuring compliance with employment legislation and Ofsted requirements (e.g. DBS checks)

Pay & Benefits

- Manage the Finance and HR Coordinator to ensure the payroll process is delivered to time/budget and that Kangaroos statutory obligations are met (e.g. SSP, SMP, SPP, pension, HMRC requirements)
- Periodically review pay and benefits against relevant benchmarks, identifying cost-effective opportunities to enhance both where relevant

Finance:

Financial Systems & Information

- Manage the Finance and HR Coordinator to ensure all relevant data and information is recorded using appropriate software; eg Quickbooks, Vcita

Income & Expenditure

- Establish and maintain efficient and effective purchasing processes, ensuring they are correctly authorised
- Manage the Finance and HR Coordinator to ensure day to day, month and annual finance procedures are delivered effectively

Management Accounts

- Support the CEO and Finance Director as necessary in the annual budget setting process and oversee budget monitoring and reporting
- Manage the invoicing schedule to support contract management
- Support governance administration (e.g. Companies House returns)

Reporting, Monitoring and Evaluation:

- Produce and present performance data for internal and external audiences including the Board and the CEO
- Design and implement an internal monitoring and evaluation framework to facilitate learning and continuous improvement
- Support the fundraising and marketing teams with data requirements

People Management and Team Working:

- Manage and support the Finance and HR Coordinator and Programme Support and Volunteer Coordinator, through line management mechanisms (appraisals, 1:1's, performance management, team meetings) and through informal support and

coaching to ensure they and their teams are working in the most effective and efficient manner to deliver Kangaroos objectives and the best outcome for members

- Promote a culture of learning, development and sharing of good practice across all teams
- Role model Kangaroos values, professional behaviours and ways of working throughout the charity and its activities
- Lead, promote and contribute to a culture of collaboration, cohesion and participation across the Kangaroos team
- Maintain current sector knowledge and support colleagues by sharing best practice and suggestions for continuous improvement
- Design and implement an internal monitoring and evaluation framework to facilitate learning and continuous improvement

Other:

- Fulfil any other duties considered reasonable as directed by the CEO, including deputising during periods of absence
- Actively promote equal opportunities and challenge discrimination

Person Specification

If you're excited about this role but your past experience doesn't perfectly fit our core criteria please do not be discouraged from applying. We are keen to recruit the right person for the role and welcome applications from those who may be open to learning new skills.

Knowledge and Experience

- An experienced administrator with a proven track record of effectively developing, managing, supporting and improving administrative systems and processes
- A proven track record of managing multiple responsibilities and complex projects.
- Experience of collating and presenting data in a meaningful and understandable way
- Team management - managing performance and learning and development programmes

- Experience of digital document and data management, handling sensitive and confidential issues and process data sensitively in line with GDPR
- Experience of HR administration and running HR processes

Desirable

- Understanding and experience in managing GDPR requirements
- Knowledge of Health and Safety as applied to the workplace
- Knowledge and experience of managing risk and striving for continuous improvement
- Knowledge of and experience in working with booking systems
- Introducing and managing organisation policies
- Knowledge of charitable operations, legislation and regulations

Behaviours

- Professional and efficient, clear and concise
- Team Player with leadership qualities
- Inspiring and innovative, flexible and adaptable
- Thrive working in a busy environment on multiple priorities simultaneously – results-oriented and a fast learner, you respond quickly to pressure and a changing environment
- Enthusiastic, self-starter that can demonstrate a positive and proactive approach

Benefits Package:

- Kangaroos operate a hybrid working policy. This requires a minimum of being at the hub in Haywards Heath for key meetings and being available to contact between the core hours of 10-4pm (on specific days only for part-time workers)



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- We offer competitive salaries with annual reviews. Our salaries are paid on the last Friday of the month
- Kangaroos matches employee contributions of 5% to a Nest pension
- Holiday allocation is 25 days plus bank holidays, prorated for part time staff.

To Apply

Please apply through our HR portal here: [Vacancy](#) sending a cv and covering letter (maximum 2 pages) clearly outlining how you meet the criteria for the role.

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Applications to be received by 16th March 2025

Interview date: 26TH MARCH 2025

Interviews will take place at our hub in Wivelsfield Green.