



DIRECTOR OF OPERATIONS

Location: Hybrid working - London and remote. Our flexible working policy requires everyone to be in the office roughly 25% of the time as a minimum because building in-person relationships is important to us (that could be one week a month, or a day or two a week), but you're welcome to be there more

Salary: £50,185

Hours: Full-time, which for NEON is 28 hours a week. This can be done over 4 or 5 days, that's totally up to you. Hours are generally flexible, with some core meetings everyone has to be at. You can see our full flexible work policy [here](#) if you're interested

Benefits: 7.5% employer matched pension after probation; flexible hours and hybrid working across our office and remotely; a 28-hour week with no change to pay; 20 days holiday per year (plus bank holidays and Christmas break when the office is shut); generous staff development package; a caring and learning culture that takes anti-oppression seriously

Reporting to: Executive Director. We have a co-Director model, so your line manager would be the Executive Director: Organisational Development but you'd work closely with both Executive Directors

Manages: The Ops "Hub" (our word for team) which consists of 4 people including you (and likely to increase to at least 5) and a freelance Bookkeeper. You'd directly line manage a Senior Finance Manager, and an Ops & People Manager

Application deadline: Monday 29th August 2022, 11.59pm

Interview dates: First interviews 27th & 28th September, second interviews 5th October 2022.

We know that people from certain backgrounds and identities are often excluded in progressive movements and we're committed to doing what we can to correct this. So:

- we particularly welcome applications from marginalised groups, especially people of colour and other ethnic minorities, people who identify as LGBTQIA, Disabled people and those who identify as working class or have done so in the past
- we know the work goes way beyond "diversity", it's about making the space inclusive too. So we are continuously working on that at NEON. So far this includes tangible things like a flexible work policy so people have genuine flexibility around where and when they work and a 28 hour week as standard; a gender-neutral parenting/leave policy, an anti-oppression strategy which is held at senior level given how important it is to the organisation. It also includes the day-to-day work of creating psychological safety for everyone at NEON



and celebrating the wisdom of black, indigenous, queer, Disabled and other cultures in the way we work and behave

There are no formal education requirements for this role. As long as you can show us you have the skills we don't mind where you got them from! Also important to us is your potential to learn and grow in the role so even if you don't have 100% of the skills listed we want to hear from you.

About us

Neon is a not-for-profit organisation committed to accelerating social movements. We work across a wide range of progressive issues including climate, housing, healthcare, and migration and we support over 1,000 organisers across the UK working towards political, environmental, and social justice. Our theory of change is rooted in understanding both the strategies, stories, and structures required to sustain a movement. Short term, this results in improved movement infrastructure, skills, and connections; long term, it leads to robust relationships and movement alliances capable of systemic change.

We also aim to demonstrate that a better world is possible through experimenting internally with our culture and policies. We want to build a workplace centred on joy, care and justice and are ambitious about what an alternative could look like. We currently have 20 staff.

To build a culture and community that lasts, we organise around three values:

- **Solidarity** - we're here to change the system and that requires working together across issues and sectors that aren't normally in the same room. This means placing anti-oppression at the heart of our work and building the power of people most often affected by injustice to change the leadership of our movements
- **Generosity** is about sharing our time, resources and learning with one another as we support each other's work. It means being open and honest with one another, especially when we hit problems, and thinking creatively about how we positively build from there
- **Respect** is the bottom line for all relationships in NEON. It means being respectful of different backgrounds and life experiences and giving space for all voices to be heard. This often means listening more than we talk and being open to changing ourselves as a result of what we hear.

You can also check out [our website](#) for more info on NEON.



About the role

The purpose of this role is to:

1. Lead and manage NEON's Ops Hub so that our systems are all working smoothly and our team is happy, high-performing and cared for. The Ops Hub is one of NEON's 3 "Hubs" (what we call teams) - the others are the Movement Building Hub, and the Communications Hub, also run by Directors
2. Lead operational, culture, anti-oppression and "People" projects (we like to use "People" rather than "HR" since we go well beyond traditional HR)
3. Help steer NEON by playing an active role in Directors Group (our equivalent of a Senior Leadership Team) which is made up of the Directors from Movement Building and Comms Hubs, and the Executive Directors

What you will be doing

Here are the key responsibilities of this role:

- **Leading on operational projects** - ensuring our operational systems run smoothly and consistently across the team, and which aim to push the boundaries of what a progressive organisation and culture can do. For example, working with the Operations Officer on standardising how we work with freelancers, systematising NEON's approach to giving and receiving feedback, or supporting our Senior Finance Manager in pushing forward the upgrade of our finance systems
- **Leading the Ops Hub** - doing weekly and quarterly planning and priority-setting, maintaining the collaborative, caring and high performing culture of the hub, pushing forward projects we're working on together
- **Managing the Senior Finance Manager and People & Operations Manager to a high standard** - using the full spectrum of management tools and approaches e.g. mentoring, coaching, challenge and feedback, more formal performance processes - empowering them to thrive at NEON and perform their role excellently
- **Delivering and/or delegating responsive requests** from the team and incubated organisations around People and/or Operations - including culture, anti-oppression, governance, finance, systems and processes, HR
- **Acting as an escalation point for any "HR" issues** that need legal advice - getting that external advice and working with Directors to resolve; noticing performance issues in the team early before they get to this point, and using your skills and experience to navigate through them. This could be coaching someone through giving difficult feedback, sitting in informal or



formal performance meetings, or running other accountability processes e.g. transformative justice

- **Ensuring a high level of attention to detail both in yourself and in the Ops Hub** on important projects and documents e.g. contracts for freelancers, consistency in recruitment processes, budgets and financial decisions
- **Leading the creation of the operations budget for the year**, using data from previous years and the Operations Strategy - with support from the Executive Directors and the Senior Finance Manager
- **Playing an active role in the Directors Group (our version of a Senior Leadership Team)**, bringing your skills and experience on People and Operations issues and any insights you have about trends in the team, contributing to organisational-level planning and thinking, and working as peers to steer NEON. This includes ensuring you build up a good enough understanding of the work of our Movement Building and Comms Hubs to contribute to organisational thinking
- **Bringing an anti-oppression lens to all of the above** - confidently applying anti-oppression principles and practice to all operational work, and to how you show up at NEON. This includes both challenging us organisationally to be better, and being robust in yourself to grow and behave accountably

Who you are

- **A skilled leader**, able to lead a team towards a vision or goal, to delegate well, and create the culture that makes all of this happen and build strong relationships
- **An excellent manager** - great at getting the best out of people you manage and work with - working with them on their own development and empowering them to grow through support and challenge. This means having a toolbox to choose from so you can use the full range of skills to support people, from coaching and mentoring to formal performance management
- **Able to flex between longer term projects, regular cycle work and responsive requests** - you are great at being self-motivated in order to push longer projects forward over weeks or months, as well as getting daily or weekly operational tasks done. But you can also shift your workload to turn things round in a day when it's important. (15-20% of the role is not filled with allocated work to allow for unexpected stuff, and jumping in to support each other)
- **Someone who deeply cares about creating a liberatory/anti-oppressive culture** and is not afraid to experiment with



radical new ways of working if the right way doesn't exist yet, and has put this into practice

- **Really into "People" (including "HR") and Operations** and tapped into that world - books, podcasts, networks, trainings so that you bring new ideas and approaches. And you have the skills and experience to back it up and put this into practice to a high standard
- **Comfortable and experienced with overseeing budgeting and some aspects of finance, and not afraid of numbers** - although the actual day to day is all managed by others in the team
- **Comfortable with saying no and managing your time, energy and workload so it is sustainable** and all still gets done (with support from your manager)
- **Willing to continuously learn and grow** - with good emotional intelligence and self awareness including around your own power, and an ability to give and receive feedback well, and sit in (and encourage) healthy conflict and disagreement
- **Committed to NEON's purpose of building the strength of movements** for social, economic and environmental justice, and to learning how to align your actions with the values of NEON: solidarity; generosity and respect

How to apply

We don't want to make this process too complicated so please complete [this application form](#) and send this and a completed [Equal Opportunities Monitoring form](#) to jobs@neweconomyorganisers.org.

Dates:

Application deadline: Monday 29th August 2022, 11.59pm

First task/interview: 27th & 28th September 2022

Second task/interview: 5th October 2022

If you fancy a chat about the role or have any questions about NEON in general, you can reach out to us via email on jobs@neweconomyorganisers.org, and we'll direct you to the right person in the team.

We will treat the data you provide in your application in accordance with our [Privacy Policy](#).