



Head of Operations: Warm Welcome Campaign

Location: Fully remote with flexible working arrangements

Salary: £51,500 FTE

Contract: This role is part time for 3 days a week (0.6FTE).

Closing date for applications: 5th July

Due to high numbers of applications, prior to interview we plan to carry out initial screening calls with prospective candidates before selection for interview. We will be asking about your reasons for applying and how you think your skills and experiences align to the role.

Screening calls: 16th/17th July

Panel interviews: 22nd July

Start Date: ASAP

About the Warm Welcome Campaign

Founded in 2022, the Warm Welcome Campaign wants everyone in the UK to find a place of belonging and reconnection at a Warm Welcome Space near their home. We have a bold ambition to enable a more deeply connected society where we all have free access to welcoming community spaces.

We resource, connect and champion a network of over 6,300 Warm Welcome Spaces and bring together a growing coalition of local, regional, and national partners representing the worlds of charity, faith, business, government, and philanthropy. By working together, we can unlock the power of community spaces made by and for everyone, creating a thriving network of hope and reconnection fueled by human warmth.

We're working hard to reach everyone with the message that a Warm Welcome is waiting for them just around the corner, all through the year.

Throughout all our work and within our team we live out our values of being inclusive, collaborative and courageous and our personality that is friendly, adventurous and uplifting.

It's an important moment for us – we are now in our second year of our [five year strategy](#) which shows a clear picture of the path we have set ourselves ahead to continue to deliver and deepen our impact. We now have approximately 3.5 million visitors to Warm Welcome Spaces each year. In January we delivered a hugely successful second ever Warm Welcome Week in collaboration with a wide variety of partners.

The Opportunity

This is an exciting opportunity for a purposeful and proactive individual to work within a small (but growing), friendly and dynamic team in a varied role. If you are brilliant at leading and developing complex multi-stakeholder processes and systems, and passionate for your



input to shape work that makes a genuine difference to people's lives, this could be the role for you.

To support ongoing growth and development of the Warm Welcome Campaign, we are looking for a Head of Operations to be responsible for supporting the Senior Leadership Team in the effective and efficient running of the Campaign and the coordination and development of our ambitious 5-year strategy. The role will sit within Warm Welcome's Senior Leadership Team, which also includes the Campaign Director, Director of Communications, Director of Programmes and Development, and will report directly to the Good Faith Partnership Operations Director.

The purpose of the Warm Welcome Senior Leadership Team is to:

- Own and develop the Warm Welcome strategy, ensuring sustainability and delivery
- Lead, direct, engage and inspire the Warm Welcome team, setting the tone and culture
- Be accountable for significant decisions, challenges and risks.

The Head of Operations role will help to support and co-ordinate the work of the Senior Leadership team to be as effective as possible in achieving this purpose.

We're looking for someone who thrives on fast-paced and varied work, organisational growth and development and has demonstrable experience of making things happen. The ideal candidate will be highly organised and solutions-oriented, while also bringing a creative, innovative and forward-thinking approach.

At Warm Welcome, we value diversity and we recognise the enormous benefits and the social imperative of bringing together diverse groups of people. We therefore warmly welcome applications from a broad range of backgrounds, experiences, and perspectives.

Responsibilities

The role will be responsible for:

- Supporting and coordinating the Warm Welcome Senior Leadership Team to function as effectively as possible
- Supporting the Warm Welcome team to ensure that our 5-year strategy is delivered on time and to budget, including coordinating our annual workplan of activities against our strategy
- Developing our internal set up, processes and systems during a period of growth
- Overseeing the Warm Welcome financial, compliance and risk management
- Coordinating the Warm Welcome team growth, culture and performance
- Overseeing long term financial planning and forecasting for Warm Welcome
- Supporting the delivery of other Warm Welcome efforts, as appropriate



Person specification

Strategy Oversight and Development

- Experience in coordinating workplans linked to a strategy to ensure that progress is being made and any areas of concern are identified and acted on quickly

Developing internal processes and systems

- Ability to create and develop high functioning, accessible systems for the whole team's use
- Highly organised with accurate record keeping and ability to prioritise work to ensure deadlines are met and opportunities are maximised
- All candidates will need to be competent with CRM Systems, Google Suite and Microsoft Office

Financial, Risk and Compliance management

- Experience of financial management, including budget setting, owning and developing budgets, and reporting processes
- Experience of overseeing risk management and mitigation within a team
- Experience of overseeing compliance i.e. reporting to the Charity Commission, reporting related to GDPR, developing and reviewing policies etc.

Team growth and performance

- Experience of line management, leading and developing high-performing teams, fostering a culture of collaboration and empowerment.
- A strong team player who is flexible, positive and responds with strong influencing and negotiation skills and a commitment to the organisation and team working
- Experience of leading organisational growth, set up and design

Working Arrangements

- Current members of the team are based across the UK, with some in London, Reading, Bristol, Manchester, York and Northern Ireland. Applicants must be able to travel to Bristol once a month for a Tuesday full team meeting. Given the nature of this role we would also expect the applicant to carry out a reasonable amount of travel to both Warm Welcome Spaces and partners across the UK.
- This role is fully remote, with flexible working arrangements.
- All employees, volunteers, partners, suppliers and consultants working with GFP are expected to adhere to our Code of Conduct and safeguarding policies. GFP's commitment to safeguarding means we seek to ensure that no harm comes to people as a result of contact with the organisation's programmes, operations or people.
- You will need to have the right to work in the UK.



How to Apply

- To apply for the role, please use the CharityJob link or send a cover letter (max 2 sides of A4) which specifically addresses the requirements listed in the person specification, along with a CV, as we will use this to shortlist applications. Email these to info@warmwelcome.uk with 'Application for Warm Welcome Head of Operations role'. Applications must be received by 5th July.
- For more information, see www.goodfaith.org.uk/ www.warmwelcome.uk/

Diversity and inclusion

We recognise the enormous benefits and the social imperative of bringing together diverse groups. We therefore warmly welcome applications from a broad range of backgrounds and experiences. We are committed to making our recruitment process as accessible as possible and are happy to provide reasonable adjustments for disabled candidates at any stage of the process. We also ask all applicants to complete our [equal opportunities monitoring form](#) alongside their application. This is optional but is an important part of helping us understand who is applying for our roles and ensuring our recruitment process is fair and inclusive.

We are happy to discuss and make any reasonable adjustments you might need at any stage of the application process, and to answer any specific questions relating to the role - please email us on info@warmwelcome.uk with 'Query for Warm Welcome Head of Operations role' in the email subject line and we'll get back to you as soon as we can.

The Good Faith Partnership – The Warm Welcome Campaign's host Organisation

The Warm Welcome Campaign was incubated by and is hosted by the Good Faith Partnership. Founded in 2016, we create solutions to society's most difficult problems by bringing together leaders and organisations from different sectors. Our clients are diverse and complex, from the Foreign, Commonwealth and Development Office to faith-based organisations, businesses, charities and funders. We connect businesses, governments, charities, philanthropists, foundations and communities to make lasting change - from incubating projects like the Warm Welcome Campaign, helping support the Home Office's Homes for Ukraine Scheme or co-ordinating public affairs for the Patriarch of Jerusalem in the UK, US and EU.

We are collaborative, ambitious, and inclusive. At our core, we believe in the power of strong, unlikely relationships, to drive positive social change.

Competencies and Behaviours in our team

The core competence of everyone in our team is the ability to build trusted relationships among people with diverse perspectives and backgrounds.



We are looking for people who are:

- Exceptional with people and committed to the power of relationships to facilitate social change
- Collaborative, ambitious and inclusive, aligning with our core values
- Self-starters with high levels of commitment, energy and motivation to build a vision from scratch
- Curious and show initiative, with problem-solving skills and an ability to learn quickly and adapt to a rapidly changing context
- Skilled at working in a complex environment with cross cultural, interfaith and political partners
- Willing to pitch in to help other team members if needed
- Organised with effective time management skills.