



## OMA is seeking two new Directors of Operations to join our team.

### What is Oxford Mutual Aid?

Oxford Mutual Aid is a grassroots, community-centred and volunteer-driven organisation, operating and established for nearly 3 years, aiming to relieve poverty and need across the City primarily through the provision of food parcels and reheatable meals. We are the only source of delivered emergency support operating 5 days per week, providing support to over 2000 people every 7 days.

Our fantastic community is a credit to the work of a passionate and engaged volunteer base, and continued reflection upon our founding principles of Mutual Aid as an “organisation based on collective coordination to meet each other’s needs, usually from an awareness that the systems we have in place are not going to meet them.” Alongside working within a solidarity-driven model, we are a young, driven and logistically advanced operation, and this role offers the opportunity to be at the centre of its growth and development. The environment of work at Oxford Mutual Aid is one which is rooted in solidarity and support - of each other and our communities.

### Role overview: Director of Operations

We are hiring two Directors of Operations, who will lead a team of Operations Coordinators, working collaboratively with staff, Directors, Members and volunteers to ensure that operations are delivered effectively, as well as developing and guiding new opportunities, partnerships and funding streams. The Director will work with not only a fantastic staff team, but also brilliant volunteers, members and partners to continue to expand and solidify this community of care at the heart of the city.

One of the key aspects of the way in which Oxford Mutual Aid works, and particularly the way in which the staff team works, is through **collaboration and respectful, reflective practice**. Whilst team roles and positions are delineated through a semi-hierarchical structure, this does not reflect in its entirety the **way in which decisions are made both within the staff team and across the organisation**. Therefore this role presents an exciting opportunity to work within a structure that supports and encourages thoughtful and shared decision-making practices, whilst negotiating the importance of knowledge and responsibility held within the staff team and members.

<b>Location</b>	Hybrid role, but with ability to attend in-person meetings in Oxford
<b>Reports to</b>	Oxford Mutual Aid Directors and Members
<b>PO</b>	Operations Coordinator(s)
<b>Hours</b>	40 hours per week, flexible with at least 2-3 days at 10 hours
<b>Salary</b>	<b>£29,000 - £32,000 FTE</b>

<b>Contact type</b>	Permanent
<b>Holidays</b>	28 days equivalent, inclusive of bank holidays
<b>Pension</b>	Employers pension of 5% with NEST
<b>Start date</b>	March 1st or as soon as possible thereafter
<b>Probation</b>	3 months
<b>Deadline</b>	3rd February 2023

## Job specification

The Directors of Operations will have dual responsibility for the oversight of daily operations (e.g. parcel and meal deliveries, surplus collections, etc.) and the continued expansion and management of partnerships, funding streams and organisational outputs.

However, the nature of our work insists upon a **high level of input and support** of day-to-day operations, which will be required by the Directors. This will include at least one day of supervision of the phone lines and processing of emergency parcel requests and/or hall lead support. This is to ensure that the Directors are **engaged in the day-to-day work of the organisation**, and to reflect the practices of Mutual Aid throughout the staff team. This will ensure that the **reflections shared with members and the volunteer base** by the Directors is reflective of the challenges faced by the organisation on a daily basis.

Many of the tasks listed below will include responsibilities and tasks **shared with the rest of the staff team** and the **Board of Directors**, and how these tasks can be effectively shared will be discussed extensively with any candidates and the rest of the staff team. However, a centralised point of contact (e.g. the Director of Operations) is crucial to ensure effective and clear communication with the staff team, with Directors, volunteers and Members.

### Responsibilities include:

#### Strategic Oversight

- Reviewing of financial reports and creating necessary funding and spending strategies in alignment with long-term projections
- Writing of grant applications in accordance with above funding projections
- Ensuring management and HR policies are up to date
- Recruitment of staff and other board members in alignment with financial projections and agreed policies
- Ensuring company adherence to legal, statutory and regulatory guidelines (with support and directive of Directors and Company Secretary)
- Ensuring adherence across organisation to OMA's code of conduct and policies



- Monitor key indicators of organisational impact and health

### **Partnership Development**

- Building strong relationships across communities with both local and national partners
- Acting as a representative for Oxford Mutual Aid where appropriate
- Communication with community and external partners, and leadership of new partnerships where necessary
- Development of long-term and short-term media partnerships and ensuring rapid response to any policy updates (both locally and nationally) affecting the work of OMA and/or the community members

### **Operational Oversight**

- Evaluation of coordinator work and day-to-day operations
- Ensuring mechanisms of feedback from members of the OMA community (volunteers, parcel recipients, partners, etc.)
- Monitoring and management of volunteer systems, particularly involving volunteer complaints, challenges or other concerns
- Management and monitoring of volunteer sub-teams either directly or with coordination team

### **Day to day operations**

- Coordination of remote delivery, driving and Hall teams to facilitate smooth daily operations, including parcel and meal receipt and delivery
- Liaison with other Coordinators and Managing Directors to manage stock flow (remote coordination of drivers, collection and delivery times)
- Coordination between external groups across Food Network to distribute surplus
- Operating OMA phone line between 10am-4pm, responding to concerns raised and participating in subsequent discussion as appropriate with specialist teams
- Organisation of surplus collections and food pick ups, utilising network volunteers
- Administration of Emergency Parcel and Regular routes for drivers
- Escalation of concerns as appropriate
- Coordination of Hall volunteers to facilitate the packing of parcels and maintenance of stock/provisions in the Hall
- Managing wellbeing of Hall volunteers and facilitating additional training
- Monitoring of food safety concerns, including food labelling and preparation
- Escalation of concerns as appropriate including (but not limited to), Case Management, Health and Safety, and Food Safety

## Person specification

The role is one which demands a level of dexterity, leadership and management which ensures it will be a continuously engaging position. It is therefore one which also requires a degree of experience both within the third sector and/or other similar organisations. The experience does not necessarily have to be associated with a paid position, and we welcome applicants with extensive volunteer experience, provided that includes a level of management experience as stipulated below.

### Essential experience

- At least 2 years experience in an organisational leadership and senior management position, including the management of at least one employee and/or programme(s)
- Experience of management of operations coordination and daily logistics (ideally within the third sector)
- At least 1 years experience of working with and / or managing a large volunteer base
- At least 2 years experience of working with adults at risk e.g. via case-management
- Successful collaborative relationships and partnership cultivation, development and management
- Experience within financial strategy development and implementation (ideally in the third sector)
- Successful fundraising strategy development and implementation (ideally in the third sector)
- Grant writing experience with evidence of successful applications
- Experience working and developing organisational policies and strategic direction
- Experience of advocacy and person-centred support delivery

### Essential skills

- Strong leadership skills and ability to manage teams with wide-ranging interests
- Ability to create and encourage a positive culture within volunteer organisations and adherence to Mutual Aid values
- Excellent strategic thinking and ability to plan and implement short-and long-term company policies
- Strong negotiation skills
- Highly developed communication skills
- Strong organisational ability
- Excellent attention to detail
- Ability to be decisive in high-pressure situations
- Strong teamwork skills
- Ability to manage
- Ability to learn quickly
- Experience and desire to work in a Mutual Aid and solidarity-driven structure



## Desired Experience

- Experience of working within Oxford's third sector and working knowledge of the local landscape
- Implementation of a successful media and communications strategy
- Familiarity and confidence with media appearances

## Desired skills

- Graphic design
- Work across communications media (including national and local press, both radio, TV and written)
- Experience working with and managing large data sets

## Desired Qualifications

- Safeguarding Level 2 or above
- Food Safety Level 1 or above
- Mental Health First Aid

## Application process

We welcome applicants from all backgrounds, including those who identify as having a disability, those from the LGBTQIA+ community, those from working class backgrounds, those from black, asian and minority ethnic communities and all intersections of the above. If you face any barriers to applying, or have any questions about the role, then please feel welcome to discuss these with us.

Whilst our intention is for the role to begin as soon as possible, we welcome qualified candidates who may have later start dates in mind due to other commitments. Please do not hesitate to apply, and if you have any specific questions you can contact us on [oversight@oxfordmutualaid.org](mailto:oversight@oxfordmutualaid.org) anytime.

**Please apply by completing this form and attaching a copy of your CV and cover letter detailing both your experience and its relevance to the role:**  
<https://forms.gle/yRjgtGSrazruELLg9>. Applications will be reviewed on a rolling basis from 13th January 2023 to 3rd February 2023.

Applicants will be informed of any progress in their application as soon as possible within or shortly after this period, depending on their time of application. The interview process will be as follows (though there is some scope for flexibility):

- Introductory interview (over Zoom)
- Panel interview (over Zoom)
- In-person assessment and introduction to staff and volunteer teams



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The interview process will involve our Directors, External Advisory Members and our volunteer and current staff teams.

Due to the nature of our work, interviews will primarily be held during the **evenings and weekends**. If you are not able to attend interviews during the weeks above at particular times please highlight this in your application form.

**You can find out more about Oxford Mutual Aid on our website [www.oxfordmutualaid.org](http://www.oxfordmutualaid.org) or through our social media @oxfordmutualaid (on Twitter, Instagram and Facebook).**

### **Final note**

Whilst we are a young organisation, we are determined, passionate and full of drive to support our communities through mutual solidarity. We believe that the resources we need exist within our communities, and we aim to play a small part in redistributing, working towards a more just and equal society for all.

There is no perfect candidate, and we always work closely as a team to ensure responsibility is shared as much as possible. If you're looking for somewhere to learn, thrive and develop new skills small and large, we want to hear from you.