



Post	Head of Operations
Reporting to	Chief Executive (CEO)
Responsible for	Oversight of HR Function; Marketing and Communications, Learning Programmes and Operations; Community Engagement and occasional large scale projects.
Hours per week	35 hours per week, Monday to Friday. Occasional evening work will be required.
Period	Permanent
Salary	£75-80,000 per annum depending on experience
Location	Westway Trust, 1 Thorpe Close W10 5XL

About Westway Trust

The Westway Trust is a unique charity that stewards the resources of a 23-acre estate under the Westway A40. Led by local people, we work with the North Kensington community to enable it to thrive.

In 2021, we launched a new vision and values under the Horizon Plan, focusing on delivering social, environmental, and economic justice. Our new 3-year plan to 2028 builds on this transformation, embedding community-centred practices and tackling long-term inequality. We are home to 120 tenants, including 20+ charities and social enterprises, as well as green spaces, offices, sports centres, shops, and cultural venues. Over 1 million visitors use our estate each year.

To help us deliver our ambition, we are strengthening our internal leadership and operational capability. This new role of Head of Operations will be vital to this effort, supporting the CEO and providing strategic oversight of our internal departments.

Job Purpose

The Head of Operations is part of the Executive Team and will have responsibility of key areas of the Trust's operational functions, ensuring the smooth and effective running and delivery of services. You will directly manage the leads of HR, Learning, Communications & Marketing, and Community Engagement, supporting them to deliver high-quality work and develop professionally.

You will act as a key advisor and report to the CEO. You will contribute actively to the Executive Team who hold responsibility for their own areas and themselves contribute or lead organisation wide projects. The Executive Team includes the Head of Finance, Head of Governance & Organisation Development, and Head of Property and is led by the CEO. This role is an exciting opportunity to play a key role in shaping an organisation, it will suit a values-led operational leader who is committed to community transformation and organisational excellence.

Principal accountabilities

The list below outlines the principal duties and tasks related to this role. This list is not intended to cover every responsibility as by the nature of this role.

- Oversight and line management of the HR, Learning, Communications & Marketing, and Community Engagement functions of the Trust.

- Oversight of key projects essential to the delivery of the Horizon Plan 2025-2028 as agreed with the CEO.
- Be a key part of the Executive Team, chaired by the CEO, alongside the Head of Finance, Head of Governance & Organisation Development, and Head of Property.
- Maintain an overview of all projects and programmes of activity, outputs and outcomes within the role and ensure reports are written and submitted on time.
- Provide day-to-day operational leadership across teams, driving high performance, alignment with values, and maintaining individual, personal & team wellbeing.
- Develop and implement planning processes and performance management tools to ensure effective delivery of goals.
- Develop, drive and maintain the data gathering and analysis for the Westway Trust, that enables the Social Impact Framework and to play a key role in the organisation's progress towards creating a strong narrative in respect of achievement. In this you will be assisted by a part time consultancy resource.
- Attend People Committee Meetings and the Board as requested, and contribute to the preparation of meeting papers as necessary in line with agenda requirements.
- Provide upward reporting and insight to the CEO including written briefings, performance dashboards, and recommendations.
- Attend internal and external meetings, including those that require representing the Trust publicly, in line with agreed strategies and perspectives.
- Monitor, update and ensure compliance with organisational policies and legal requirements (e.g. safeguarding, employment, health & safety, data protection) to build a positive work culture.
- Champion collaboration and integration across departments, ensuring consistent implementation of work priorities that align with community needs and objectives.
- Support a values-based culture that centres equity, sustainability, openness, courage, and integrity.
- Contribute to organisational development and support the process of communicating and managing change effectively at the Trust in line with agreed policies and frameworks.
- Undertake other duties as may be reasonably required.

Person specification

Essential Skills and Experience

- Minimum 5 years' senior leadership or operational management experience in a multi-disciplinary organisation, ideally within a community, charitable, social enterprise or values-led setting.
- Proven ability to lead, guide and motivate diverse teams and to support the professional growth of those who report to you as a line manager.
- Demonstrable experience of good practice approaches to conflict resolution, working in collaboration with others and encouraging honesty, transparency and open ways of working across teams that benefit the organisation's effectiveness and efficiency.

- Able to build clear, professional and positive working relationship skills with staff, volunteers, and communicate sensitively and respond to changing circumstances flexibly.
- Excellent planning, organisation and performance management skills.
- Excellent writing and reporting skills, including the ability to summarise complex data and issues for decision-makers.
- Experience in researching, developing and managing departmental budgets.
- Ability to analyse information, and formulate practical and reasoned operational plans that can be easily understood and monitored.
- Demonstrated ability to manage internal systems and develop operational frameworks.
- Strong interpersonal and emotional intelligence skills – able to offer both moral and professional support to teams.
- Experience of supporting organisational change, transition, or transformation programmes.
- Comfortable with using digital software tools for project management, online communication tools e.g. Zoom, MS Teams.
- Proficient IT skills, across Microsoft Office, and willing to learn new systems.
- Experience of embedding inclusive and equitable practices across teams.
- Comfortable making decisions and acting with delegated authority.
- Demonstrable alignment with the Trust's values and commitment to anti-racism and community power.

Desirable

- Previous experience overseeing HR or education/community programmes is highly desirable.
- Familiarity with communications/marketing functions is a plus but not essential.
- Experience in the charity, community, or social enterprise sector.
- Degree-level education together with a recognised professional qualification in any of the fields this role covers - or equivalent lived/professional experience – is highly desirable.

The ideal candidate will be able to demonstrate they can connect with the Trust's Values - **Openness, Courage, Sustainability, Equity and Integrity** - in their work and behaviours.