



# OPERATIONS MANAGER

## JOB DESCRIPTION

Year Here is a platform for young professionals who want to build smart responses to social problems.

Over one year our Fellows learn from, and design with, people at the frontline of inequality – in care homes, homeless hostels and youth services across London – and go on to found some of the most promising social impact startups in the country.

Since launching at 10 Downing Street in 2013, we've worked with 146 aspiring social entrepreneurs and launched award-winning social ventures like Settle, Birdsong and Chatterbox.

We're a deeply committed team of 8 surrounded by a faculty of 80 social innovation experts – the great and the good of Britain's social impact world. We care about being first-rate professionals, learning with restless vigour and having fun along the way.



## ABOUT THE ROLE

You'll be managing many of Year Here's most critical work strands so that we're the best we can possibly be at propelling aspiring social entrepreneurs forward.

From managing our studio space in Hackney and keeping our books in impeccable order to measuring our impact and handling our client relationships, this is an incredibly diverse role that will be bound to stretch you. You will play a central role in the business, working closely with every member of our team.

You'll think through how to help the team become super productive, learn and improve as we go, and perform exceptionally in pursuit of our social mission. You'll also work closely with our COO to build and rebuild our systems as we grow significantly over the coming years.

This is a full time role.

Your responsibilities will be to:

### Manage a happy, productive studio space.

We love our new London Fields studio and you'll be in charge of making sure it's run efficiently and is a brilliant learning environment for our Fellows. You will be the contact person for our landlord, manage event spaces and meet rooms, maintain our office equipment and supplies and induct new staff and Fellows as they join the space.

### Build structures and rituals that keep the team on track.

You'll chair our weekly team meetings and manage our project planning tools, playing project manager for key business processes like our biannual sales and recruitment campaigns. Whether it's making tough decisions, celebrating big wins or learning from experience, you'll create the appropriate space for these conversations to take place.

### Nurture great client relationships.

You'll be the friendly face of Year Here for around 35 clients and partners – from small community centres and elderly care homes to national charities. You'll also develop our Fellow referral partnerships. All our partners will grow to trust that you always do what you say you're going to do and respond to their questions and concerns quickly.

### Maintain accurate financial records.

You'll do payruns, issue invoices, manage payroll and manage our books on Xero. All this will take you about 2 days per month once you're up to speed – and you'll be supported by our friendly accountants, Matt and Ben.

### Analyse our impact and performance.

We're a social enterprise. The social impact we have – on the ground with our partner organisations, on the Fellows' skills and potential, and through the ventures that our Fellows found – is why we do what we do. You'll collect and analyse meaningful data to help us see what we're doing right and where we're going wrong. You will also lead on the analytics and audit of our biannual recruitment process.

### Go beyond our legal duties to make sure we operate ethically, efficiently and effectively in every aspect of what we do.

You'll manage all aspects of business operations of our small team – from HR processes and IT systems to insurance and operating policies. You'll build a network of peers and advisors to make sure that we're always ahead of the game.

### Build smart systems as we grow into new locations and sectors.

Working closely with the senior team, you'll spot opportunities to build out new systems to improve every aspect of our business.

## ABOUT YOU

### You're diligent, logical and ordered in your work.

People know you as a highly organised professional and it irks you when things aren't in their right place. You're happy to help others bring similar order and rigour to their work.

### You're cool-headed.

Juggling comes naturally to you. Managing multiple processes – with different rhythms and different objectives – doesn't intimidate you at all.

### You love numbers.

You're not an accountant but you are very happy in an excel spreadsheet, building budgets and creating financial models – and getting to grips with key financial terminology and legal reporting requirements.

### You've got an entrepreneurial bent.

You enjoy fast-moving environments and you're used to achieving a lot with a little. You're always looking for ways to make things more efficient and effective – whether it's with the latest productivity app or just a new approach picked up from a friend.

### You're strategic and analytical.

You can easily break down a problem, generate a range of solutions and discern their relative merits. You can balance multiple priorities – from cutting costs to cultivating a great work environment – to get to the best outcome.

### You're not afraid of working hard in pursuit of a big vision.

## BENEFITS

- £28,000 – £35,000 per annum, depending on experience.
- Gorgeous, open plan office in Hackney, a stone's throw from London Fields, Regent's Canal and Broadway Market.
- Scope to take real ownership in a fast-growing social enterprise
- Access to tonnes of events and training sessions delivered by some of the leading lights of the social innovation world.
- A strong commitment to personal and professional development – with a £500 annual training budget.
- Up to 3% contribution to your pension
- 25 days paid annual leave per year

## TO APPLY

Send us an email with the subject line “[Your Name] / Operations Manager Application” telling us a bit about yourself, explaining why you want this job and, in 100 words, telling us about the best managed team you’ve ever worked in. Either attach your CV or link us to a comprehensive LinkedIn profile.

Send your application to [opportunities@yearhere.org](mailto:opportunities@yearhere.org) and address it to Jack Graham.

The closing date for the role is midday **Sunday 2<sup>nd</sup> December**.

There is a 4-stage selection process:

1. Submission of CV and cover letter as detailed above.
2. An initial call (20 mins, week commencing 3rd December)
3. A first round interview and test (2 hours, w/c 10<sup>th</sup> December)
4. A final round interview (90 mins, w/c 17<sup>th</sup> December)

We are committed to building a diverse team and strongly encourage applications from women, minorities and people with disabilities.

## WHO WE ARE

Year Here is a postgraduate course in social innovation based in London.

Unlike a traditional Master's degree, Year Here is immersive and action-oriented. Our Fellows try their hand at building creative responses to social problems, supported by industry mentoring and a rigorous social innovation curriculum.

Year Here Fellows have collectively volunteered 90,000 hours in frontline services – including homeless shelters, care leavers' services and pupil referral units – and launched 20 new social ventures backed by Nesta, The Observer, Ashoka, UnLtd, Bethnal Green Ventures and the Esmee Fairbairn Foundation.

These ventures include:

- [Birdsong](#) - a fashion brand selling clothes handcrafted by women's groups – from elderly knitters to migrant seamstresses – with a 'no sweatshops, no photoshop' ethos
- [Fat Macy's](#) - a roving restaurant that trains homeless Londoners to run supper clubs, with profits helping them raise a deposit for their first flat
- [Cracked It](#) - a training programme for young people who are involved in gangs to fix cracked iPhones, as an entrepreneurial route away from gang crime



Year Here is a social enterprise; meaning that we are a company that exists to bring about positive change in society rather than to maximise shareholder profits.