



**GLOBAL
SCHOOLS
FORUM**

Society



Photo credit: EducAid Sierra Leone

OPERATIONS ASSOCIATE DIRECTOR

Candidate Pack

December 2022

About Global Schools Forum

Global Schools Forum (GSF) is a **collaborative community of non-state organisations** working to improve education at scale for underserved children in low- and middle-income countries through:

- Strengthening and growing a global, interconnected learning community;
- Testing promising solutions and diffusing evidence; and
- Partnering strategically to shape policy and scale solutions.

Their **vision** is that all children can realise their potential through safe access to quality education.

Their community of **78 organisations** spans 53 countries, collectively running or supporting over **55,000 schools** who provide quality education to nearly **7.5 million children**. This community comprises **standalone schools**, such as [MAIA Impact](#) working with Mayan girls in Guatemala; a diverse set of **school networks** working within or across countries, including organisations like [Hippocampus](#) working in rural India or [United World Schools](#) working in Cambodia, Myanmar, Nepal and Madagascar; or organisations providing core support services to non-state schools – for example, [EdPartners Africa](#) that provides financial services to schools in Kenya or [Instill Education](#) that provides a variety of teacher development offers across Africa.

Their work currently covers three activity areas:

Strengthening and growing a global, interconnected learning community. GSF is continuously expanding their community of mission-aligned, non-state organisations across Asia, Africa, and South America. They provide opportunities for our community of leaders to collaborate and learn from each other, as they confront shared operational and pedagogical challenges. Based on the needs and challenges of the community, they curate an annual programme of events and communities of practice.

Testing promising solutions and diffusing evidence. GSF fund and support education entrepreneurs to develop, test and scale promising education approaches. They generate and share evidence on ‘what works’ in education and what makes organisations more effective.

Partnering strategically to shape policy and scale solutions. GSF enable their community to engage in the strengthening of education systems by engaging in global policy processes, and with support in forging partnerships with other organisations, funders, and policymakers.

About the role

As a member of the senior leadership team, this role plays a key part in delivering GSF’s three-year strategy. The Operations Associate Director will lead on organisational development, including organisational culture and talent development, and will have overall responsibility for HR, governance, legal and operational effectiveness for a UK based charity with a global team of 16 people across 5 countries, from Brazil to India.

The successful candidate will be an adept project manager, capable of setting up critical systems and processes and making important decisions for a developing organisation. They will have a clear vision to develop GSF’s high-performance culture and will have excellent communication, inter-personal and relationship management skills. The successful candidate will be able to work

independently across a variety of teams and functions. Importantly, they will embody GSF's team values of learning, honesty, collaboration, caring and impact orientation.

Key responsibilities will include:

People

- Strategic HR planning and execution, including workforce planning, recruitment and induction, to ensure that we have the right people in the right roles to deliver our strategy.
- Strengthen HR policies and processes for a global team, including people management, professional development, performance management, compensation and benefits, benchmarking our approaches across the sector.
- Support the development of the team and create an inclusive organisational culture that encourages staff retention.
- Improve formal and informal opportunities and processes for team building, collaboration and sharing of information and feedback.
- Oversee day-to-day HR and payroll administration, working with the Operations Associate and external payroll provider.
- Line manage the Operations Associate and Operations Coordinator.

Operations & Infrastructure

- Ensure that day-to-day administration and operations run smoothly.
- Lead the annual and longer-term operational planning processes, working collaboratively with the team.
- Collaborate on cross-organisational processes for KPI target setting and tracking, ensuring these link to the wider organisational strategy.
- Support the development and implementation of GSF's diversity and inclusion strategy.
- Improve knowledge and relationship management processes and systems across GSF.
- Oversee charity's office facilities and IT service providers.
- Oversee negotiations and drafting of contracts.
- Analyse current operational processes and performance, recommending solutions for improvement where necessary.
- Liaise with GSF's finance provider and ensure communication and coordination between the finance and operations functions.

Leadership

- Contribute to the strategic direction and ongoing development of GSF as a member of the senior leadership team.
- Build a strong operations function that responds to the organisation's evolving needs
- Support the leadership team with fundraising requirements, as needed.

Governance and Compliance

- Ensure that GSF has good governance structures, systems and processes in place, including planning and managing Board meetings, timely reporting to the Board and panels, annual meeting cycles aligned to financial and business planning requirements.
- Ensure the Board has the right composition of skills, experience and knowledge and an effective structure to support the next stage of growth of GSF.
- Lead on recruitment, onboarding and training of Board members.

- Oversee risk management and legal compliance for a UK company and charity, liaising with external expertise as required.
- Lead the development of organisational policies and standards (e.g. safeguarding, data protection, GDPR compliance, and health and safety), including ensuring effective dissemination and implementation.

Is this you?

Person Specification

- Passion for GSF's vision that all children can realise their potential through safe access to quality education
- Demonstrated ability to translate ambitions into achievable operational plans
- Excellent interpersonal and relationship building skills, in particular the ability to engage with people from a range of backgrounds, with a collaborative and supportive working style
- Excellent written and oral communication skills, being able to tailor messages to different audiences
- Attention to detail and commitment to high standards
- Comfortable working in an organisation that is agile and nimble
- Solutions focused
- Ability to work independently, plan and manage own time and deliver to set KPIs and goals

Skills Specification

- Have developed, executed and overseen an operations function in a start-up, medium sized organisation (20 – 40 people)
- Strong knowledge of HR, legal and people development practices and frameworks.
- Experience of development and implementation of new systems and processes
- Experience at senior leadership level within an organisation
- Experience of line management and building cohesive teams
- Project management and change management skills
- Organisational governance skills, including working with senior stakeholders, and Board of Trustees
- Knowledge of good charity governance including relevant legislation and regulatory frameworks (e.g. charity law, SORP, GDPR, health and safety, safeguarding, employment law)
- Experience of risk management and UK company and charity compliance
- Proficient in working with Microsoft products (Word, Excel, PowerPoint, SharePoint)
- An understanding of CRM systems and software

Benefits

- The opportunity to work at a genuinely purpose-first organisation.
- 27 days annual leave, increasing with service, plus bank holidays.
- Generous pension scheme (11% employer contribution).
- Flexible working, with some time in the London office together and some time at home.
- Organisation-wide offsites with team members from across Brazil, India, Nigeria, Pakistan and the UK.
- Opportunities to exchange knowledge and experience with the organisations in the GSF community.

Terms and Conditions

Contract: Full-time.

Salary: Commensurate with experience + 11% pension contribution

Holidays: 27 days per year, plus bank holidays.

Location: UK. Location is flexible, but a minimum of one day per month based in the office is required (currently on a Thursday).

Hours: Given that we work across different time zones, some non-traditional hours for early or late calls may be required.

Anticipated Start Date: We would like the successful candidate to start as soon as possible, subject to any notice periods they are bound to.

Reports to: CEO

How to Apply

GSF is being assisted in this process by executive search firm Society. Applications should consist of a current CV and a cover letter addressing the following:

- Your suitability for the role considering the profile outlined in the candidate pack. This should include - previous experience of developing, overseeing and implementing systems and processes within an operations function at a growing organisation; leading cross-organisational change management; your understanding of governance and compliance required of working in the charities sector.
- Your motivations for applying for this role

To arrange an initial, informal conversation about the role or if you have any questions, please contact Monika Fryzicka via email monika.fryzicka@society-search.com or on +44 (0) 7739 025 937

Applications should be submitted through the Society website via this link: [Apply Now](#).

Application deadline: 8 February 2023, 11.30am GMT

Please note: Applications will be acknowledged and assessed upon receipt and initial conversations will be ongoing. GSF reserves the right to make an appointment prior the closing date.

Application process

The application process will include (1) a review of your CV and application, (2) a conversation with Society, (3) an assignment and (4) an interview with GSF. A second interview may be scheduled if necessary.

Initial conversations and interviews will be scheduled on a rolling basis as suitable candidates are identified, so **early application is strongly advised**.

The initial stages of the process will be conducted online, however GSF would like to conduct one **in-person interview**, which will take place at GSF's offices in West London. GSF are happy to refund travel expenses.

Global Schools Forum are committed to cultivating a fair and inclusive workplace, where everyone can be themselves and thrive. Their global team is diverse and they encourage applications from everyone regardless of race, age, disability, gender, ethnicity, sexual orientation or faith.

Society