



Recruitment Pack: Head of Operations

**Permanent Contract
Starting from October 2026**

www.shinetrust.org.uk

Welcome

Dear candidate,

Thank you for your interest in applying for the position of Head of Operations at SHINE: Support and Help IN Education.

For 25 years, SHINE has backed the teachers closest to educational disadvantage to develop practical solutions that can improve outcomes for children and young people. To date, SHINE has invested more than £40 million in programmes which have benefited 1.4 million children from 20,000 schools.

OUR VISION

There are no barriers to learning for children from low-income backgrounds in the North of England.

OUR MISSION

We develop and fund innovative and sustainable programmes that work to improve educational outcomes for children living in areas of deprivation in the North of England.

How we tackle barriers and unlock potential

Grant funding

We provide funds to high-potential innovators who need help to get their ideas off the ground.

Support

We connect grantees to networks of support to help ideas reach their full potential.

Insights

We turn data from our projects into actionable insights to inform and influence others.

Scaling

We scale-up innovations which show the strongest evidence of promise and help them reach sustainability.

What makes SHINE different is that we find exceptional teachers with first-hand insight into the barriers holding children back and give them the risk capital, time and wraparound support to turn an early idea into an effective, evidence-based programme. This end-to-end pathway—from spotting overlooked frontline potential, through building the evidence, to scaling what works—fills a critical gap in education and ensures that powerful ideas born in the toughest communities are not lost, but instead are developed into lasting change.

This is an exciting opportunity to join a very special charity at a critical time in its organisational history. As part of a small, energetic team, you will work directly alongside the CEO and Trustees to strengthen organisational resilience, improve efficiency, manage risk and enable high-quality delivery across SHINE.

The role would particularly suit someone who holds significant experience within operations and who wants to make a tangible difference to education. We are looking for the sort of person who likes to be across both strategy and practical delivery, and who thrives in a fast-paced, dynamic environment where no two days are quite the same. Whatever your background, you will be an ambitious, self-motivated person with a strong commitment to the mission of SHINE.

Thank you, again, for your interest in the role. I look forward to reading your application.

Fiona Spellman
Chief Executive

Job Description

Role purpose

The Head of Operations will provide strategic leadership for SHINE's operational infrastructure, ensuring the organisation has the systems, governance, financial oversight, compliance arrangements and ways of working needed to deliver its mission effectively. As a member of the Senior Leadership Team, the postholder will work closely with the CEO, Trustees and colleagues to strengthen organisational resilience, improve efficiency, manage risk and enable high-quality delivery across SHINE.

Key responsibilities**Governance, compliance, data protection and health and safety**

- Take ownership of SHINE's core organisational policies, ensuring that these are updated at least annually in response to relevant regulatory and compliance information.
- Stay abreast of relevant guidance from the charity commission and other regulatory partners, and ensure this is shared appropriately with other members of the team.
- Oversee data protection compliance, including incident reporting, subject access requests and the instigation of Data Protection Impact Assessments where required.
- Lead SHINE's health and safety arrangements, ensuring relevant policies, procedures, risk assessments and reporting mechanisms are proportionate, up to date and embedded across the team.
- Review Terms and Conditions offered to grantees prior to CEO signature, ensuring that conditions of funding are accurately reflected in grant paperwork and that the relevant clauses are included in different agreements.

Finance, audit and risk

- Provide senior oversight to SHINE's financial management processes, including overseeing monthly cashflow reporting, forecasting and leading the preparation of papers for Finance and Risk Cluster meetings.
- Liaise with SHINE's management accountants on investment summaries, ensuring information is accurate and querying significant movements where needed.
- Lead on cashflow forecasting over a 6–18 month period, ensuring that SLT and Trustees have clear, timely information on expected income, expenditure and cashflow needs.
- Authorise payments up to the current level delegated to the CEO.
- Authorise payroll and lead the administration of pension contributions.

- Oversee preparation for SHINE's audit, ensuring documentation is well organised, controls are robust and information is provided promptly to auditors and external advisers.
- Submit quarterly Gift Aid Claims to HMRC and act as organisation lead on any queries relating to tax or NI.
- Oversee SHINE's standard operating procedures, ensuring key processes are documented, understood and updated as the organisation develops, and that updates take place across the team at least annually.
- Take ownership for updating SHINE's Risk Register, at least biannually, and in response to significant developments.

Procurement and contracts:

- Lead regular reviews of all supplier contracts, ensuring best quality and value for money for SHINE.
- Act as the lead account manager for external suppliers including IT support, data protection advisers, HR, accountants and auditors.

People leadership and line management

- Line manage SHINE's Assistant Operations Manager, ensuring clear delegation, regular supervision and appropriate development support, within the framework of SHINE's approach to line management.
- Lead an annual benchmarking exercise for all roles in the team, supported by independent advice, reporting recommendations to the CEO.
- Build effective working relationships across the organisation, promoting collaborative, responsive and high-quality operational leadership.

Person specification

Essential	Desirable
Significant experience leading broad operational functions, ideally including finance, governance, compliance, systems and organisational planning.	Experience working in a charity, education, grant-making or mission-led organisation.
Proven ability to contribute at senior leadership level, balancing strategic thinking with practical delivery, producing concise reports and presenting with clarity.	Experience of strategic support to Trustees, Boards or Board sub-committees.
Strong financial literacy and Excel skills, including significant experience of populating budgets, cashflow, forecasting, audit preparation and financial reporting.	Experience using Xero or of accountancy processes.
Secure understanding of organisational risk, compliance, data protection and health and safety responsibilities.	Knowledge of Charity Commission expectations and charity governance good practice.
Excellent judgement, communication and relationship-building skills, with the ability to advise senior colleagues clearly and constructively.	Experience developing and maintaining standard operating procedures or equivalent, ideally within a small organisation context.
Understanding of SHINE's mission and the importance of improving outcomes for children and young people.	Experience line managing, supporting or developing staff, with a collaborative and enabling leadership style.

Remuneration and benefits

Reporting to:	CEO
Salary:	£55k Full Time Equivalent
Timings:	0.6 Full Time Equivalent, including Mondays
Holiday entitlement:	28 days Full Time Equivalent
Location:	Option to be based remotely or work from a coworking space either in Central Leeds or closer to home. Requirement to travel to Leeds at least once per fortnight as well as occasional travel across the North.
Pension:	5% of salary into approved pension scheme

How to apply

Please email a full CV plus a covering letter (of no more than 2 sides of A4), clearly evidencing your skills and experience against the job description and person specification, to info@shinetrust.org.uk by **12pm on Wednesday 9th September**.

Please note, applications which are submitted without a comprehensive covering letter will not be considered.

Shortlisted candidates will be contacted by **Wednesday 16th September** for an initial online meetings to take place on **Friday 18th September**. Interviews for candidates who are taken forward from this stage will take place in Manchester on **Friday 25th September**. Reasonable expenses will be reimbursed.

Please visit www.shinetrust.org.uk for further information about our work.

No agencies please.