

## Job Description

Job title	Head of Census Operations
Location	Sheffield, with frequent travel around England and Wales, mainly London and Titchfield (ONS Headquarters)
Hours	Full time (37.5 hours pw) Fixed Term Appointment to end September 2021. <i>During operational periods (2019 Rehearsal and 2021 Census) you may be required to work out of hours to meet operational needs.</i>
Reports to	Director of Digital Social Inclusion
Staff responsible For	This role will be responsible for line managing approximately 4 dedicated staff and matrix managing a wider team of staff who will be embedded in other teams across the organisation. This is likely to change over time, following a review of the rehearsal and business/project needs.
Date	April 2019
Salary	£38,000 to £50,000 dependent upon experience, plus excellent benefits
Other requirements	In taking on this role you will be required to sign the Census Confidentiality Undertaking which commits you to protecting personal information in line with legal and other requirements.
Benefits	<ul style="list-style-type: none"> <li>• All employees with contracts of six months or more are invited to be a Member of the Good Things Foundation Staff Owned Mutual. This gives you voting rights for Staff Board Directors and at the AGM (Annual General Meeting)</li> <li>• 30 days holiday per year</li> <li>• 10% Employer contribution to a personal stakeholder pension scheme (when you contribute 5%)</li> <li>• Up to £500 contribution for work related training (or £200 for personal development and £300 for work related training)</li> <li>• Life cover and permanent health insurance</li> <li>• Confidential Employee Assistance helpline</li> </ul>
Job Purpose	A high performing, inspirational leader with a specialism in operational delivery, playing an instrumental role in helping Good Things Foundation continue to grow its impact as a charity, changing millions of lives through digital.

Good Things Foundation is delivering an Assisted Digital service for the 2021 Census, working with the Office for National Statistics. This is a critical part a major national Government exercise, and a chance to support large numbers of people across England and Wales to participate in a 'digital first' Census as well as building their confidence with digital.

Adaptable, resourceful and resilient, you will lead the project and delivery management of our contribution to the Census, working with a team of in/direct reports and a wider matrix team of specialist colleagues. With the capacity and capability to engage in strategy, process design and assurance, and the real-time management of delivery and performance, you are an expert in managing risk and overseeing the delivery of large-scale programmes through distributed resources and networks.

In this pivotal role you will be the main point of contact for ONS on the operational delivery of the Assisted Digital service and have oversight of all internal aspects of strategic and operational management, from resourcing and process design through to business continuity and disaster recovery.

Allied to this, you will advocate for and support development of future opportunities for Good Things Foundation to deliver both Assisted Digital and broader digital inclusion services across Government, using insight and learning from the Census project.

You will work closely with the Chief Operating Officer and Director of Digital Social Inclusion, who are ultimately responsible for business operations and the development of our UK portfolio and accountable for our delivery respectively.

As a member of the Good Things Foundation Leadership Team (CEO, Directors and Heads) you will contribute to the strategic direction of the organisation, champion the Good Things Foundation behaviours and manage change.

## **Key Objectives and Accountabilities**

### Census Operations Lead

- Act as Project Lead for the Census Assisted Digital project within Good Things Foundation, and the 'Supplier's Representative' for ONS leading all aspects of project and operational management.
- Lead the design, delivery and quality assurance of the Census Assisted Digital Service overall for Good Things Foundation, working with a team of in/direct reports and a wider matrix team of specialist colleagues.
- Take personal responsibility for ensuring all project milestones are met and deliverables achieved on target, within the agreed timeframe and resource requirements. Within this, champion with internal and external stakeholders an agile approach to design and planning, reflecting Good Things Foundation's way of working.
- Provide 'real time' operational leadership of the project in peak periods of service delivery (Census Test, Rehearsal and delivery) with accountability for coordinating all delivery activities, risk and issue mitigation, scenario management (supply against demand), deployment and performance of Regional Operations Team (Census only) and performance of Online Centres.
- Oversee and be responsible for all reporting required as part of the project, including to ONS, ensuring accuracy and timeliness at all times.
- Own and champion the vision for the project agreed between ONS and Good Things Foundation, ensuring the Assisted Digital service and integration with other aspects of the Census achieves this vision.
- Own and manage the budget for the project on behalf of Good Things Foundation.

### Management of key Census stakeholder relationships

- Build and maintain at all times strong relationships with key partners and stakeholders - including ONS - including at senior levels, that support the successful delivery of the project.
- Liaise with the SRO (Director of Digital Social Inclusion) and Good Things Foundation SMT as required in the management of the project.

### Census quality assurance, risk management and security

- Own and take responsibility for ensuring required national standards of quality and service are delivered throughout the project.
- Work with team members to ensure compliance of Online Centres with all policies and procedures, inc. through funding agreements, performance monitoring, spot checks, and audits.
- Be responsible for ensuring all staff working on the project have received appropriate training and have signed the Census Confidentiality Undertaking.
- Work closely with the COO to lead loss of continuity processes, immediately communicating the occurrence, identify the source of loss of continuity and a remedy overseeing its implementation.

#### Leadership

- As a member of the Good Things Foundation Leadership Team (CEO, Directors, Heads) play a core role in leading the organisation, influencing strategy, resourcing, performance management of projects and staff, and championing Good Things Foundation's values and behaviours both internally and externally
- Understand how some projects the organisation are supporting and enabling organisational change in line with longer term business objectives, and lead the change this enables with purpose and empathy across the organisation.

#### Staff management

- Line manage the dedicated Census team and matrix manage other staff working on the project from across the organisation, empowering them to maximise their contribution to Good Things Foundation's impact as a charity, and ensuring they feel valued members of the team
- Agree clear objectives with staff, provide constructive feedback on their performance, hold regular one-to-one KiT meetings, manage their performance, and ensure that they benefit from appropriate training and development.

#### Budget management

- Ensure effective use of the organisation's income and resources, with all finances properly accounted for to the expected standards
- Produce accurate and realistic budgets, keep these up to date, oversee all income and expenditure accounts delegated to you, ensuring full and proper records are kept and that organisational processes are adhered to.

#### Corporate responsibility

- As a member of the Good Things Foundation Leadership team, ensure that your work and that of the staff you manage supports the mission, values and business objectives of the organisation
- Support and encourage staff across the organisation in the course of business, and proactively identifying and addressing opportunities/threats to the organisation
- Contribute to corporate business activities including planning and reporting, and take on cross-cutting responsibilities as required

#### Accountability

- Be accountable for your work to the Good Things Foundation Board, the wider staff team, funders and the Online Centres Network

## Person Specification

Criterion		Essential (E) Desirable (D)	How will it be measured?
<b>Your Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 2 - 4 years experience of management in a organisation of at least comparable size</li> </ul>	E	Application/ Interview
	<ul style="list-style-type: none"> <li>• Experience of contributing to the development of strategy, business plans and organisational development</li> </ul>	E	Application
	<ul style="list-style-type: none"> <li>• Empowering staff to perform at their best</li> </ul>	E	Application
	<ul style="list-style-type: none"> <li>• Managing, monitoring and where necessary revising complex projects to meet agreed deliverables, organisational objectives and the needs of users</li> </ul>	E	Application/ Interview
	<ul style="list-style-type: none"> <li>• Proven success in delivering a wide range of projects for: Government; Trust/Foundation; and Corporates</li> </ul>	E	Application/ Interview
	<ul style="list-style-type: none"> <li>• Delivering and reporting on progress and performance of programmes</li> </ul>	E	Application/ Interview
	<ul style="list-style-type: none"> <li>• Demonstrable experience of contributing to the wider corporate needs of an organisation beyond your immediate job description</li> </ul>	E	Application/ Interview
<b>Your knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to manage flexible teams of staff to achieve challenging delivery objectives in a cross-functional organisation</li> </ul>	E	Interview
	<ul style="list-style-type: none"> <li>• Ability to devise and control realistic budgets and keep track of income and expenditure delegated to you and those you manage</li> </ul>	E	Application/ Interview
	<ul style="list-style-type: none"> <li>• Ability to think strategically and innovatively and to turn that thinking into realistic plans and workflows</li> </ul>	E	Interview
	<ul style="list-style-type: none"> <li>• Excellent communication, influencing and negotiation skills</li> </ul>	E	Application/ Interview
	<ul style="list-style-type: none"> <li>• Familiarity with and ability to blend a range of agile and waterfall methodologies               <ul style="list-style-type: none"> <li>◦ Agile training and Prince2)</li> </ul> </li> </ul>	E	Application/ Interview
	<ul style="list-style-type: none"> <li>• An understanding of Government policy and a track record of working with officials in Govt Departments</li> </ul>	D	Application
		D	Application/ Interview

	<ul style="list-style-type: none"> <li>• Understands the power of digital to transform people's lives.</li> <li>• Ability to travel around the UK and meet the location requirements /field base of the role.</li> </ul>	E	Application
		E	Application
<b>Good Things Foundation Behaviours</b>	<ul style="list-style-type: none"> <li>• We are collaborative</li> <li>• We are positive</li> <li>• We are creative</li> <li>• We are people focussed</li> <li>• We are inquisitive</li> </ul>		Application/ Interview
<b>Your education and qualifications</b>	<ul style="list-style-type: none"> <li>• Degree or equivalent which could include demonstrable evidence that you can work at this level</li> <li>• Management qualification or equivalent</li> <li>• Minimum of five GCSEs A* - C or equivalent, including Maths &amp; English</li> </ul>	E	Application
		D	Application
		E	Application

*Good Things Foundation is a social change organisation with a mission to ensure that everyone benefits from digital. We live the change we are seeking to achieve and encourage applications from diverse backgrounds. We operate a policy of providing equal opportunities in all aspects of work including recruitment, training, and promotion, whatever the colour, race, religion, belief, ethnic or national origin, gender, sexual orientation, marital status, age or disability of an employee, having regard to the individual's aptitudes and abilities and requirements for the job. Good Things Foundation is opposed to all forms of unlawful and unfair discrimination.*