



## Wellbeing & Operations Manager

Reports to: Chief Executive

No. of reports: nil

**Location:** (subject to Government guidance) London, Westminster, with opportunity for remote/flexible working also

**Salary:** £32,000 - £35,000 - *this is envisaged to be a full-time role but we are open to considering a part-time work pattern for the right candidate*

### Benefits:

- 25 days annual leave, and holiday allocation that grows over the length of employment
- An interest free “new starter” loan of up to £1000 to help you prepare for taking on your new role – be it to support travel arrangements in the form of a season ticket, or to help you get your home office set up in advance
- Cycle to Work Scheme
- Option to access private health insurance as a benefit in kind
- Pension contributions will be matched up to 8%

***This role supports the ADE’s work to set the vision of a local, efficient, low carbon energy system which enables energy users to make the choices which work for them by ensuring our office and working environments and processes are excellent, supporting all teams to deliver.***

### Main Scope of the Role

The role’s focus is on ensuring that our people and our processes are in great shape, primarily through implementing and optimise the internal operations of the Association - in support of the ADE’s wider strategy and achievement of our vision.

The post holder will be responsible for rolling out the ADE’s operational processes, identifying and implementing operational improvements, being a touch-point for the team for HR processes and support, as well as supporting the ADE’s reporting (including financial and project-based success metrics). A driving force behind the good governance of the Association, they will support the smooth functioning of the ADE’s Boards and Senior Management Team. They will take a broad view of the organisation and help ensure it is a well-rounded and positive place to be.

The role will involve close cooperation with the Association’s CEO.

### Responsibilities

The role is responsible for:

#### Operations

#### **Operations to implement and improve governance and support future vision**

- Support the implementation of ADE’s governance process, including by:
  - Acting as Secretariat for the ADE’s Executive Board and Strategy Board

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- Managing the management team reporting mechanisms, including owning the Association's Management Team Action Log and the ADE's Risks and Opportunities registers
- Identify areas where ADE's governance processes can be further improved, and work with the CEO to implement these improvements. This includes:
  - Identifying where governance could be more robust
  - Identifying opportunities to enhance internal clarity around roles, workplans, metrics and team and individual contribution to achieving the ADE's organisational vision

### ***Delivering and enhancing operations***

- Own and implement the ADE's process framework, ensuring it remains up to date and it clearly maps the Association's approach to our work. Work with all teams to help the Association optimise the way we do things and run as smoothly as possible
- Identify and work with the CEO to implement process improvements to enhance stakeholders', including members and government, experience of the Association
- Work with the Office and Finance Manager and the CEO to ensure there are well-functioning physical environments and positive staff experience, including through working with contractors to ensure asset maintenance and support, progressing and implementing our approach to flexible and hybrid working, as well as designing and delivering staff events such as strategy days, meetings and socials
  - This also involves ensuring the ADE's internal Staff Satisfaction score remains high, and that critical staff opportunities such as Development Days are being utilised
- Implement the ADE's People Strategy, ensuring our personnel-focussed policies are being delivered consistently across the organisation
  - This also involves continuing to grow our existing workstream on Supporting Diversity in & through the Association
- Act as a 'first port of call' for Human Resources issues in the organisation, ensuring staff feel heard and supporting them to identify the appropriate personnel policies for any given circumstance
- Work with the Office and Finance Manager to ensure the ADE's financial operations run smoothly, including preparing BACS payments, implementing financial process safeguards and checks, and supporting with financial reports and budget planning
- Own and implement the Associations Sustainability Strategy & Decarbonisation Strategy, including ensuring we progress on our decarbonisation journey and realise the commitments made in our Pledge to Zero

### ***Communications***

- Deliver internal communications to the ADE team, ensuring they are aware of important organisational updates

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### ***Strategic approach to operations***

- Work with the CEO to map the future direction of the Association and identify the necessary operational processes/changes to support this growth

### **Wider ADE functions**

#### ***External Relations & Policy***

- Support the Policy team's work to capture strategic policy asks and recommendations
- Support the Association's working relationships with key external stakeholders and our members
- Advocating for ADE's vision and our policy positions - articulating why the Association exists and what we are about. Mobilising stakeholder support for Association's position and goals, as required
- Providing a second line of response to general email and telephone enquiries
- Supporting the development and delivery of events, including the Association's flagship events such as our Annual Conference and Awards Dinner

#### ***Member Relations, Retention & Recruitment***

- Ensuring the Operations teams are working in tandem with the wider aims of the organisation, especially protecting and growing the Association's membership
- Supporting the Business Development team in retaining existing members and recruiting new members
- Maintaining a comprehensive network of contacts within the decentralised energy sector

#### ***Project and Resource Management***

- Supporting effective management of ADE resources, including tracking organisational assets and maintaining awareness of the ADE's expenditure on particular projects/workstreams

#### ***General Management***

- Contributing to the timely and comprehensive review of significant projects, tasks and campaigns, ensuring dissemination of key learnings
- Maintaining effective working relationships with all staff members
- Contributing to the Association's process of continuous improvement through periodic reviews of significant projects, tasks and campaigns

#### ***Personal Development***

- Recording personal progress toward targets and objectives set out in annual and quarterly reviews. Presenting these to line manager at reviews