



Head of Operations

Reports to: MD, Hammersmith & Fulham Circle CIC

Salary: £28,000-30,000 p.a. depending on experience

Full-Time Position

About Hammersmith & Fulham Circle

Hammersmith & Fulham Circle CIC is an innovative membership organisation that was designed by older people for older people to help its members stay sorted, connected and lead the life they want to lead. We provide members with a “neighbourly way to sort the everyday” in the form of on-demand, flexible help with life’s practical tasks such as DIY or gardening from vetted, local people called Neighbourhood Helpers. Members also have access to a local social network for pursuing their interests, companionship, and learning and teaching new skills.

Hammersmith & Fulham Circle (H&F Circle) was developed by Participle Ltd and is proud to receive support from Hammersmith & Fulham Council to serve the people of the Borough and establish a sustainable social enterprise.

About Participle

Participle’s vision is bold and ambitious. Its goal is not only to improve the lives of those who live in Britain, but also to develop new business models that can take the innovation to scale, whilst working with policy makers at the highest levels to develop the future of the ‘welfare state.’ The Participle team tackles the biggest issues society faces, working with and for the public to create future public services.

Participle launched the first ‘Circle’, Southwark Circle, in 2009 with the support of Southwark Council. Southwark Circle’s early success, innovative delivery model and unique value proposition have led to considerable regional and national interest, and to replication of the model in Hammersmith & Fulham.

Participle is now managing a growing national network of ‘Circles’. A small central team – ‘Circle HQ’ – coordinates activities (e.g. service design, marketing and web development) and shares best practice across Circles. In expanding the Circle model across the UK our objective is nothing short of changing the way we ‘age’ as a society.

About the Role

H&F Circle is a start-up social enterprise founded in June 2010 and you will be joining a small, entrepreneurial team with big ambitions at the start of this journey.

Reporting to the Managing Director, the Head of Operations will:

- Own our “practical help” offering to members. This includes recruiting, hiring, CRB checking and coordinating our network of Neighbourhood Helpers, and building strong relationships to ensure they are motivated and well supported. You will master the use of our technology-based system for matching helpers to members, to ensure resources are well managed.
- Be in constant contact with community members (mostly by phone), and continually analyse and refine our logistics and delivery processes to ensure we deliver an excellent and efficient service to our members.
- Run daily and monthly reports on member sign-up, service usage, and members’ journeys. Regularly analyse data to forecast demand and resource requirements, identify new business opportunities, and measure our impact.
- Manage back-office systems, including payroll for helpers, administration of member processes (e.g. payment, social calendar), and financial reporting.
- Manage a fully operational office and IT infrastructure.
- Manage a team of Community Coordinators as the business expands.
- Work in partnership with corporate, government, third sector organisations and other Circles.

You will also in the course of normal activities:

- Answer inbound calls and any questions posed by the caller regarding the service and/or pass them or their details to another member of the team to deal with appropriately.
- Record members’ requests for services and input details on the CRM, handing over requests to a Community Coordinator, where appropriate.
- Provide support within the H&F Circle community by undertaking introductory visits to new members, helpers and partners.
- Promote H&F Circle to potential members by attending groups and manning stands at events.

About You

People would describe you as a doer. You like to know how things work and are comfortable with technology. You are pro-active and know how to work the phones to get things done for our members. You enjoy talking to people and giving presentations.

Ideally you have worked with older people. Experience of CRM software such as Salesforce.com is a plus. No specific experience with outreach, community building or sales is required, though any of those would be useful.

You are comfortable in a fast-paced, start-up environment. You are ready to be a key player in an innovative, new social venture with national aspirations and a lot riding on it. As we grow, your role will evolve. You are flexible and relish the chance to take on new tasks and responsibilities.

You will demonstrate the following competencies:

- **Operations and/or project management** – you have excellent operational and/or project management skills, preferably gained within a fast-paced and creative business. This includes experience in resource planning, financial reporting, IT and general office management. You are able to develop practical processes and solutions, identifying opportunities for improvement and make constructive suggestions for change.
- **Communication and relationship building** – you are a strong communicator able to invite our members and partners to join this innovative service in compelling ways. You are committed to the delivery of a high-quality service. You have proven ability to manage a wide range of relationships with members, stakeholders and partner organisations.
- **Data management and analysis** – you are confident in capturing and analysing qualitative and quantitative data to help find opportunities for reaching desired scale and to measure our outcomes.
- **Time management** - you have excellent time management skills, with proven ability to juggle a range of tasks with tight deadlines, whilst remaining calm under pressure.
- **People management** – you have strong people management skills, and demonstrate ability to lead a team as we grow.
- **Entrepreneurial ambition** - you understand the spirit of social entrepreneurship, with an absolute focus on the delivery of workable solutions that make a social difference. You empathise with our members' needs and aspirations, using our resources to support them.

H&F Circle CIC is an equal opportunity employer. At the current time, we can only accept candidates who are able to work legally in the UK. This appointment is subject to an enhanced CRB check.

Application deadline: 12 noon, 28 July 2010

Interview dates: 5 - 10 August 2010

Start date: September 2010

Please send CV and cover letter to Laura Dowson at careers@hfcircle.org.uk