



Head of Operations

Information Pack



children's law centre

Contents

Introduction	3
Who we are.....	4
What we do	6
How we are organised.....	8
Our Finances.....	9
Job Description.....	11
Person Specification.....	14
How to apply	16
Timeline.....	17

Introduction

Dear Candidate

Thank you very much for your interest in joining us as Head of Operations at the Children's Law Centre (CLC).

CLC are engaging in an exciting period of organisational development to help us grow our impact and increase our reach. This new role is critical to this process and to enabling CLC's delivery and growth as it continues to lead on ensuring that children's rights are protected, improved and implemented in Northern Ireland.

We are proud of what we have achieved in the interests of children under the aegis of the UN Convention on the Rights of the Child. Every year, thousands of children get our direct help to access services. We also bring about strategic change which positively impacts on thousands more.

We continue to grow, building on our excellent track record of positively influencing decision makers at the highest levels on policies that affect children including those disadvantaged through disability, special

educational needs, homelessness or mental ill-health.

We are working with our recruitment partners at Engage, so they will be the first point of contact if you have any questions about the role, and to make an application.

The postholder will shape and manage the full range of CLC's resources to ensure that it is fit for purpose now and remains so in the future; providing strategic leadership in support of the Director, Board and colleagues in the CLC team; and overseeing the charity's HR, Fundraising and operations management.

We are looking for someone able to lead our operations while engaging with decision makers and influencers at a high level. Most of all, they will be as passionate as the rest of the CLC team about children's rights and equal opportunities.

If this sounds like you, we look forward to hearing from you.

Paddy Kelly

Director



Who we are

At CLC, we have always believed that children's rights change children's lives.

Founded upon the principles laid down in the UN Convention on the Rights of the Child (UNCRC), we were established in 1997 to provide legal advice for children and young people.

We have since developed into the leading children's rights charity in Northern Ireland, helping thousands of children vindicate their rights each year, ensuring their access to services and equality of treatment.

In recent years we have overseen rapid growth in the centre, rising to meet the increasing pressures on children and young people and demand for rights protections.



Our freephone advice line for children and young people, CHALKY, was launched in 2000 and has provided help and assistance ever since.

For over 20 years, we have worked to protect the rights of all children living in NI, particularly those who are the most disadvantaged, including children with disabilities, special educational needs, mental ill health and homelessness issues.

As a leading organisation at the forefront of progressing and implementing children's rights, CLC has worked on some of the key issues emerging both locally and internationally. We were instrumental in the implementation of key aspects of the UNCRC, such as the introduction of the NI Commissioner for Children and Young People in 2003. We have also been at the heart of key domestic achievements around children's rights, including the Children's Services Co-operation Act (Northern Ireland) 2015. More recently, CLC has led the way in protecting children and young people's rights during COVID-19, securing a vulnerable child action plan to ensure decisions do not adversely impact vulnerable children and young people. The Children's Law Centre also leads the voluntary sector through the UNCRC reporting process, having submitted the NGO stakeholder report again in 2020.

Through the years, CLC has had a positive impact on the lives of children through strategic litigation. Successes have included a declaration to ensure health trusts carry out assessments of needs for the carers of disabled children and a judgment that ensured a duty to provide accommodation to homeless 16 and 17 year old children. Recently CLC secured a favourable judgment in a judicial review case against the decision to re-purpose a temporary respite care facility during COVID-19. The strategic litigation work of the centre has rapidly grown in recent years, with significant ongoing litigation in the areas of mental health and education, as well as the addition of a new immigration service.



The work of CLC has been guided by our youth panel, Youth@CLC. Our panel of young people have led the way in campaigning on young people's rights. Their work has covered issues as broad as youth justice, racism, votes at 16 and the ending of physical punishment. Youth@CLC has led delegations from NI to meetings at the UN and have met with a wide range of decision makers ensuring the voices of children and young people in this jurisdiction are heard. Youth@CLC are currently preparing a young people's report to the UNCRC committee, and recently co-designed CLC's digital advice service for 13 – 17 year olds called REE Rights Responder.

The Children's Law Centre continues to grow as a leading children's rights organisation. Work continues on a broad range of children's rights issues. Our belief that children's rights change children's lives has only been strengthened by our work since 1997.

You can download a copy of our 2020-21 Annual Report here:
<https://childrenslawcentre.org.uk/?mdocs-file=5443>

What we do

The Children's Law Centre is a unique charitable organisation in Northern Ireland. Guided by our youth panel, we work to create a society where all children and young people can access services and opportunities to enjoy their childhood and realise their full potential.

We give a voice to children and young people, including the most disadvantaged, and provide legal advice and representation. We develop policy to inform decision makers, and host training and events on children's rights issues, including an annual lecture.

Youth Advocacy

Our youth advisory panel, Youth@CLC, is a group of young people aged between 14 – 18. Youth@CLC campaigns on key issues affecting children and young people, seeks to influence decision makers, raises awareness of children's rights and guides the work of CLC. Youth@CLC collaborates with a range of organisations and in 2020 were runner's up in the Pearson World Changer Awards for their work developing REE Rights Responder, a digital chatbot offering advice and information on children's rights.



Legal Services

We provide a free legal advice service and legal representation for children and young people. Our legal services are child focused and the child is always our client. We work to ensure that public authorities, tribunals and courts recognise children as rights holders with the right to express their views and have those views taken into account.

We strive to ensure that when decisions are being made:

- The decision is UNCRC and children's rights compliant.
- The voice of the child is always heard.
- The child's best interests are at the heart of decision making.
- All children have equality of access to their legal rights, regardless of their age, background or circumstances.



We run a freephone legal advice line called CHALKY, providing advice for thousands of young people each year, and a digital information and advice tool called REE Rights Responder. We also provide free legal representation, particularly at SENDIST and Mental Health Review Tribunals and undertake strategic litigation following the criteria contained within our casework policy.

Policy

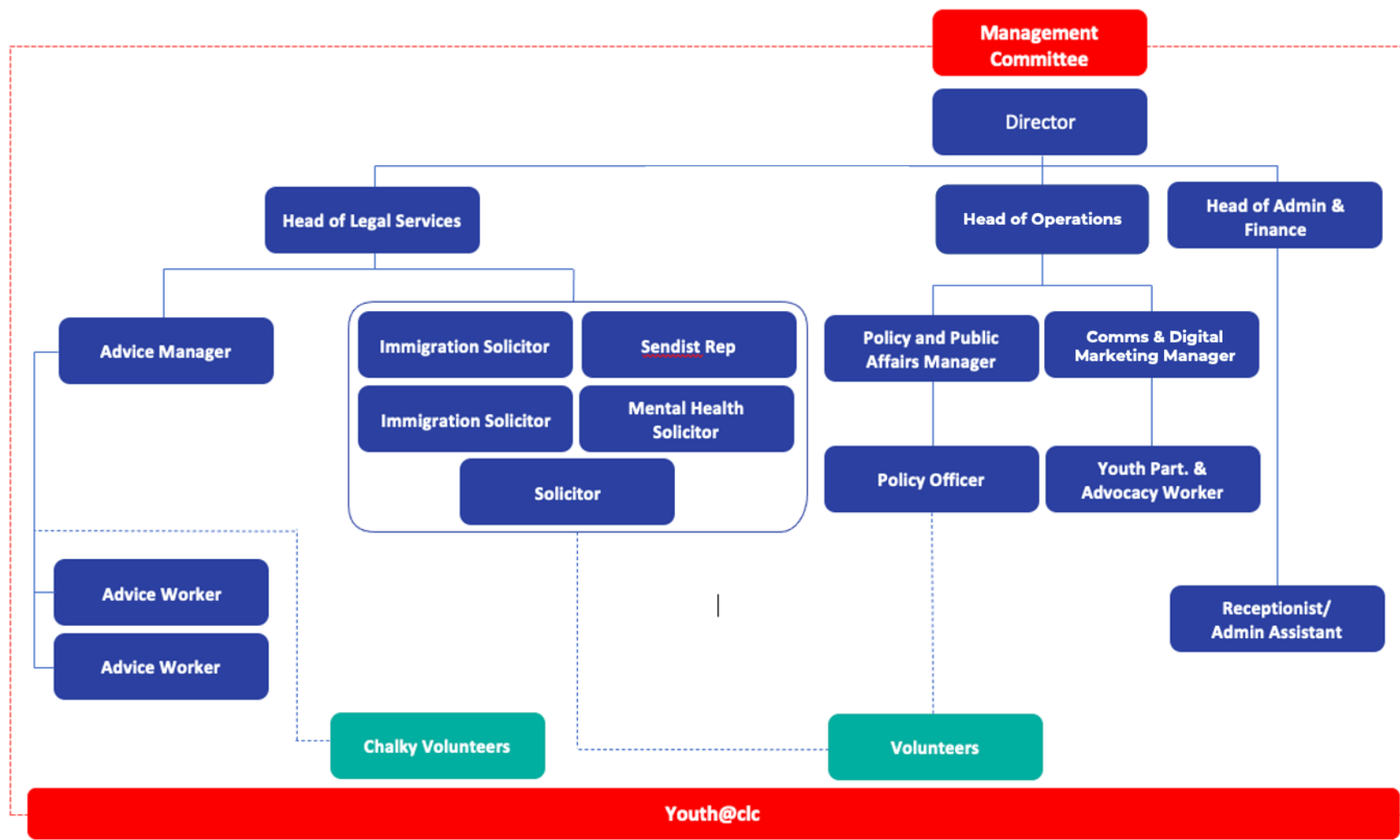
Our policy research and advocacy work informs and influences decision makers. We ensure that government is reminded of their international obligations including under the UNCRC when drafting policy and legislation. CLC also leads the NI NGO stakeholder engagement with the UNCRC through the UK reporting process. Through our casework we identify key issues

impacting on children and propose evidence based solutions, underpinned by the children's rights framework. Supported by our team of legal experts, we provide analysis of law and policy in practice.

Training, events and education

We provide training opportunities for children, parents, carers, professionals and practitioners and hold events to raise awareness of children's rights issues. We provide accessible legal information for children and young people through REE Rights Responder and our child law hub.

How we are organised



Our Finances

Here's a summary of the most recent Income and Expenditure and Balance Sheet Reports 2020-2021. A full copy of the annual accounts can be provided upon request.

Accounts Summary for the year ended 31 March 2021

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Donations and legacies	506	-	506	1,409
Charitable activities	35,698	962,786	998,484	654,248
Investments	38,191	-	38,191	35,543
Movement in pension provision	61,138	-	61,138	1,827
Total income	135,533	962,786	1,098,319	693,027
<u>Expenditure on:</u>				
Charitable activities	37,582	653,189	690,771	593,750
Net incoming resources before transfers	97,951	309,597	407,548	99,277
Gross transfers between funds	141,431	(141,431)	-	
Net income for the year/				
Net movement in funds	239,382	168,166	407,548	99,277
Fund balances at 1 April 2020	38,087	357,915	396,002	296,725
Fund balances at 31 March 2021	277,469	526,081	803,550	396,002

	2021		2020	
	£	£	£	£
Fixed assets				
Intangible assets		52,613		43,204
Tangible assets		259,137		251,223
Investment properties		214,000		214,000
		<u>525,750</u>		<u>508,427</u>
Current assets				
Debtors	78,119		191,321	
Cash at bank and in hand	510,071		43,314	
	<u>588,190</u>		<u>234,635</u>	
Creditors: amounts falling due within one year	<u>(109,334)</u>		<u>(64,280)</u>	
Net current assets		478,856		170,355
Total assets less current liabilities		1,004,606		678,782
Creditors: amounts falling due after more than one year		(170,810)		(186,168)
Provisions for liabilities				
Defined benefit pension liability	30,246		96,612	
	<u>(30,246)</u>		<u>(96,612)</u>	
Net assets		<u>803,550</u>		<u>396,002</u>
Income funds				
Restricted funds		526,081		357,915
Unrestricted funds				
Designated funds	10,165		10,165	
General unrestricted funds	297,550		124,534	
Pension reserve	<u>(30,246)</u>		<u>(96,612)</u>	
		<u>277,469</u>		<u>38,087</u>
		<u>803,550</u>		<u>396,002</u>

Job Description

Job Title:	Head of Operations
Reports to:	Director
Grade/Band:	Starting at NJC Point 43: £46,845 plus 7% employer pension contribution (under review)
Location:	Rights House, 127-131 Ormeau Road, Belfast
Contract Duration:	Fixed contract for 3 years with good prospects for renewal subject to funding
Hours:	35 hours per week
Probationary Period:	6 months
Holiday Entitlement:	25 days per year plus statutory holidays

High Level Summary of Role:

The postholder will work with the Director and Senior Management Team (SMT) to shape and manage the full range of CLC's resources to ensure the organisation remains fit for purpose now and in the future. They will provide strategic leadership in support of the Director, Board and colleagues in the SMT, overseeing strategies for fundraising. They will manage the operations needed to ensure the smooth delivery of processes used by CLC to deliver advice, casework, training and its other services. They will work with SMT and CLC's HR consultants to deliver the charity's HR strategy, leading staff management and recruitment processes. In addition, they will head up CLC's facilities and ICT management functions. . They will deputise for the Director as necessary.

Strategic and Operational Management

- Lead strategic planning and risk management including ensuring that the charity's financial and human resources are optimally deployed to deliver its mission, and reviewing disaster recovery procedures to include periodic testing.
- Work closely with the Director and SMT colleagues to progress CLC's organisational development.
- Work with the Director and SMT colleagues to ensure that policies, procedures and systems are in place to ensure the quality delivery of CLC's work.
- Work with SMT to develop, deliver and review the Charity's strategic and operational plans with the aim of implementing service improvements and developments, and keeping stakeholders informed of the charity's impact.
- Maintain, develop and implement the policies required to ensure that the charity complies with statutory legal and regulatory requirements and good practice.
- Provide secretariat assistance to the Director in their role of supporting the Management Committee to discharge their functions as Trustees of the Charity and Directors of the Company.
- Provide assistance to the Director in discharging their duties under CLC'S Article of Association including organising CLC's AGM and appointment of Directors.

People Management

- Support the Director and SMT colleagues to ensure CLC has the required human resources necessary to deliver on its strategic plan.
- Assist in the drafting and reviewing of new and existing job descriptions and person specifications and act as CLC lead in recruitment processes liaising with any HR consultants engaged by CLC.
- Line manage CLC's Communications and Digital Marketing Manager and Policy and Public Affairs Manager.
- Ensure the quality administration of staff terms and conditions in compliance with statutory and Management Committee policy.
- Ensure CLC's policies are reviewed and remain compliant with statutory requirements and best practice.
- Assist CLC's Head of Legal in securing and retaining annual LEXCEL accreditation.

Systems and Information Technology

- Working with CLC's Communications and Digital Marketing Manager manage operational audits, cost/benefit analyses of IT and communications resources.

- Working with CLC's Communications and Digital Marketing Manager develop and implement an organisation wide Digital Strategy. Ensure that the organisational Digital Strategy incorporates internal and external digital communications, informed by the charity's delivery strategy for the future and its safeguarding policies.
- Ensure the ongoing provision of appropriate communications systems for the organisation, including CLC's computer, internet, fixed line telephone and mobile phone provision.
- Manage the procurement of and relationship with CLC's external IT providers.
- Ensure that CLC is GDPR compliant across all functions.

Facilities Management

- Optimise CLC's physical resources to maximise benefit for the organisation.
- Manage equipment acquisition and supplier selection.
- Work with Property Management Agents to facilitate building maintenance,
- Manage facilities and services provided directly to CLC including but not limited to cleaning and maintenance.

Business Development

- Working with CLC's Director and SMT to develop and implement a fundraising strategy for the organisation to ensure CLC has the necessary financial resources to deliver its strategic and operational plans.
- Develop and maintain effective working relationships with funders and identify new revenue streams.
- Work with the Director and SMT to ensure that all financial, reporting, monitoring and other requirements of funders are met.
- Identify potential funding and tendering opportunities and lead in funding and tendering processes.

This job description is intended to provide an overview of the core responsibilities of the post. It is not intended to be an exhaustive list of every activity the postholder does. Job descriptions can be subject to reasonable change as the role evolves without fundamentally changing terms and conditions. The Children's Law Centre is currently going through an exciting period of organisational review and development and this job description and the role of this post may change and develop as a consequence. The Children's Law Centre reserves the right to change and amend specific duties or tasks within reason and to ask postholders to carry out other reasonable duties as and when required to do so.

Person Specification

	Essential	Desirable
Experience and Qualifications		
A degree/equivalent qualification or 5 years' experience of senior management	X	
Extensive senior management/ leadership level experience with direct involvement in key organisational decisions	X	
Experience of the implementation and management of financial policies and procedures	X	
Significant experience of developing, implementing and managing HR and recruitment processes	X	
Experience of reviewing and implementing organisational policies	X	
Experience of developing and delivering strategic and operational plans and monitoring their effectiveness	X	
Experience of ensuring that an organisation's resources are aligned with its mission and goals	X	
A proven track record in developing new and existing income streams.	X	
Experience of stakeholder and supplier management with demonstrable track record of successful influencing and negotiating	X	
Experience of reporting to a Board		X

	Essential	Desirable
Track record of Operations Management in a legal or related area		X
Experience of developing or implementing digital business solutions		X
Knowledge		
Knowledge of the community and voluntary sector in NI		X
Knowledge of the children's sector in NI		X
Knowledge of regulatory requirements		X
Ability/Aptitude/Skills		
Excellent written and verbal communication skills	X	
Strong networking and influencing skills	X	
Strong analytical skills	X	
Ability to work as part of a team and on own initiative	X	
Excellent ICT skills	X	
Ability to travel as required to carry out duties of the post	X	
Ethos		
Strongly support the ethos of the Children's Law Centre	X	

How to apply

Please forward a **CV, maximum three A4 sides**, together with a completed **Supplementary Questions form** available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with from the recruitment timetable. You will also be asked to submit a separate **equality form** (see below).

The deadline is **Noon on Tuesday 3 May 2022**. Applications should be made by email to:

patrick@co3.bz

Contact Patrick Minne on 07792 509003 if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Children’s Law Centre is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Timeline

CV, Supplementary Questions and Equality Monitoring and Criminal Convictions forms to be submitted

Noon, Tuesday 3 May 2022

First Interviews

Tuesday 10 May 2022

Second Interviews (may include a seen or unseen task)

Wednesday 18 & Thursday 19 May 2022

Final interviews

Tuesday 24 May 2022



The logo graphic consists of a large trapezoid divided into four triangles by two vertical lines and two diagonal lines meeting at the top. The triangles are shaded in different tones of teal and light blue.

children's law centre

Please address any enquiries relating to the advertised position, and your submission, to the Children's Law Centre's recruitment partners:

Patrick Minne
Engage Executive Talent

Tel: 07792 509003
Email: patrick@co3.bz

www.engageexec.co.uk

Enquiries unrelated to this recruitment can be addressed to:

Children's Law Centre

Tel: 028 90245704

Email: info@childrenslawcentre.org

127-131 Ormeau Road
Belfast BT7 1SH

Registered NI Charity No. 101148 | A
Company Limited by Guarantee No.
NI033998