

Head of Operations

Information Pack

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Introduction

Dear Candidate

Thank you very much for your interest in the role of Head of Operations at the Kevin Bell Repatriation Trust (KBRT).

Every year, hundreds of families are affected by the death of a loved one abroad. In 2013 we were one of those families and will be forever grateful for the amazing support and generosity from friends, family and the wider community. It was this experience that led us to found a charity whose name would honour our son and whose legacy would be compassionate, practical and financial help to those families who find themselves trying to manage such a tragic situation.

Eleven years later our charity, the Kevin Bell Repatriation Trust (KBRT) has witnessed sustained demand for our services and the we are looking to the future longevity of the Trust and our evolution as a professional charity in the context of increasing demands and an increasingly complex operating and regulatory environment. The recruitment of a Head of Operations is a key component of our future longevity and evolution.

We are working with specialist charity recruiters Engage on this search and selection, and they will be delighted to answer any questions you might have in the first instance. You can also find out more about the role and our organisation in the rest of this pack and on our website at kbrtrust.com.

We are looking for some-one who will be comfortable and sensitive about organisational transition, while being competent and effective in the provision of the vital services KBRT provides. Above all, we are looking for some-one who is as dedicated as we are to our mission of helping those facing bereavement and trauma.

If this sounds like it might be a match, we look forward to hearing from you.

With thanks again for your consideration,

Colin Bell
Executive Chair
KBRT 

Who we are

The Kevin Bell Repatriation Trust aims to alleviate the financial hardship of bereaved families repatriating the bodies of loved ones who have died abroad in sudden or tragic circumstances back to Ireland.

KBRT was founded out of a family tragedy when, in June 2013, Kevin Bell died suddenly in New York. Following an outpouring of support from Kevin's friends, family and colleagues, a significant amount of funds were raised to repatriate his remains back to Ireland. As a permanent legacy to Kevin, the Bell family decided to use the funds to establish a charity to help other families who find themselves in a similar situation. Help comes in the form of financial support as well as advice and guidance on getting the remains of loved ones home as soon as possible.

KBRT has to date been a volunteer organisation, led by Colin Bell, Bell Family members and a team of volunteer Trustees. KBRT is regulated by the Charity Commission in Northern Ireland and Irish Charity Regulator.



What we do

One of our aims is to provide financial assistance to relieve the financial distress or hardship of bereaved families to repatriate the bodies of loved ones back to the Island of Ireland. In addition, a major objective is to help the bereaved by providing expert support, advice and other practical, technical and logistical assistance. This support has proved to be just as, if not more, important than the financial assistance itself.

The Trust receives applications for assistance typically from either being contacted by a family member or friend of those recently deceased abroad, from an Irish or UK embassy or consulate official or from numerous community associations we have connections with around the world. KBRT offers full support for the deceased's family and repatriation of remains back to the Island of Ireland with the intention of doing so as early as quickly as possible. Assistance is provided regardless of background (eg. race, religion, gender, disability, criminal convictions) or the circumstances of the person's death (eg. suicide, murder).

KBRT has built up a large network of foreign based community members (eg. Irish Immigrant support groups, Irish cultural societies) and government officials (eg. Ireland's minister for the Diaspora and the multiple Irish Consulates abroad) who raise awareness of the support available from KBRT and who also may make referrals. Depending on the country, KBRT may use specialist repatriation agents or other such specialists in each country.

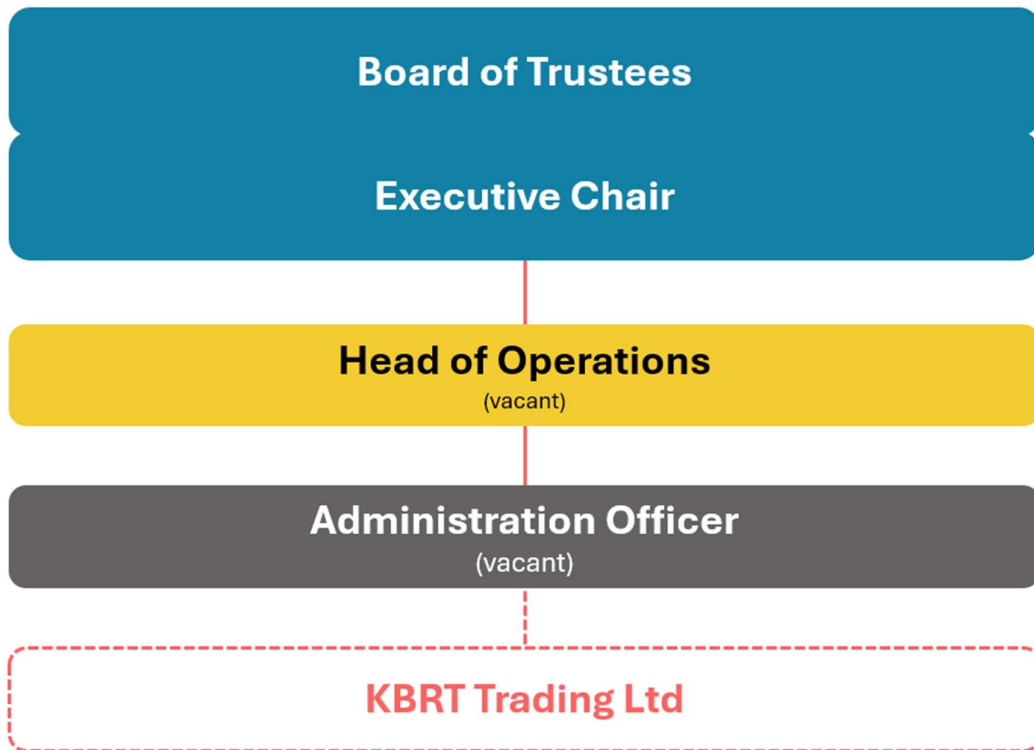
Requests for assistance are dealt with immediately and Trustees are permitted to provide it so long as the case meets the parameters set out in the Trust's objectives and governing documents.

In some circumstances, KBRT receive requests for assistance outside of the parameters of the Trust's primary objectives but in keeping with the charitable ethos of the Trust (eg. paying the cost of bringing other human remains - "Ashes" - back to Ireland). Trustees have expanded the Trust Deed and approved a Policy for these types of cases.

- 👤 Since the formation of the Trust and cumulatively up to 31 August 2023, KBRT assisted with **1,641** repatriations from **73** different countries. In February 2025, that figure stands at over **2,000**.
- 👤 The most commonly recurring countries for repatriations are the UK (744), USA (195), Spain (157) and Australia (113)

KBRT also set up a modest trading entity in 2018 to facilitate income generation from sales of branded merchandise, as a wholly-owned subsidiary of the Trust.

How we are organised



Strategy

To date the Kevin Bell Repatriation Trust has been constituted as a Charity governed by its board of trustees.

The Trustees have recognised the growing need to review the structure of the organisation in a way that accounts for the scale to which it has grown; the complexity of the operational environment in which it supports repatriations; and the increasing demands of charity compliance and regulation on the Island of Ireland and abroad.



KBRT is in the process of reorganisation as a company limited by guarantee at the UK's Companies House, and for members of the charity's Board of Trustees to register as its company directors too.

One of the intended outcomes of this strategy will be to begin the process of separating the executive team's operational functions from the Trustees' strategic responsibilities. A transition period is therefore envisaged, during which a newly appointed Head of Operations will help establish the operational parameters of the executive team with support from the Trustees and in particular the Executive Chair. The Board is already engaged in establishing governance arrangements that will be appropriate to the new structure, both during the transition, and for when that transition is complete.

The Trustees hold official meetings at a minimum of 4-6 times per year and more frequently as needed. Additional sub-committee meetings are held as required.

Financials

This is KBRT's most recent Income, Expenditure report from our most recent published accounts to August 2023. KBRT is a well funded charity with significant reserves to continue its mission. You can access the complete accounts for the last three years by clicking on the links below.

	Notes	2023 £	2022 £
<u>Income and endowments from:</u>			
Donations and legacies	3	2,495,417	1,652,041
Investments	4	12,052	8,148
Other Income	5	5,618	-
<u>Other Trading Activities</u>			
Commercial Trading Operations	6	8,607	7,651
Total Income		2,521,694	1,667,840
<u>Expenditure on:</u>			
Raising Funds	7	3,293	-
Charitable activities	8	1,149,797	1,031,667
Commercial trading operations	6	10,545	7,667
Total resources expended		1,163,635	1,039,334
Net income for the year/Net incoming resources		1,358,059	628,506
<u>Other recognized gains and losses</u>			
Other gains or losses	12	35,548	14,217
Net Movement in funds		1,393,607	642,723
Fund balances at 1 September 2022		4,139,548	3,496,825
Fund balances at 31 August 2023		5,533,155	4,139,548

Annual Report August 2023

Annual Report August 2022

Annual Report August 2021

Meet the Board



Colin Bell

Colin is Kevin's father and the figurehead of the Charity. Colin is a retired teacher, having spent 40 years teaching in Newry.



Brendan Jackson

A founding trustee with over 30 years' experience and Chief Executive of Newry Credit Union.



Eithne Bell

Eithne is Kevin's mother. With many years' experience as a nursery school worker, Eithne is now retired.



Damian Ruddy

Founding Trustee. Currently a Principal in Doha having worked in Primary Education in Newry for 30 years.



Conor Bell

Conor is Kevin's brother and founding Trustee. A Chartered Accountant by training, he is a New York-based VP working in investor relations.



Aidan O'Rourke

Founding Trustee, retired Teacher after working over 40 years in Education, with significant experience in charity fundraising



Brendan Bell

Brendan is Kevin's twin brother and founding Trustee. Brendan is a Pharmacist in Dublin.



James McCaffrey

A friend of Kevin, James has a degree in marketing 10 years' experience working as a Fundraising Officer for Southern Area Hospice.



Martin Carr

A friend of Kevin, Martin is a Chartered Accountant by training and is now head of operations for a data analytics firm in New York.



Kevin Heaney

Founding Trustee with over 30 years' experience in logistics and operations.

David Gray

Recently appointed Trustee, prior to his recent retirement David practiced for over 30 years as a solicitor, acting across a wide range of legal services.

Job Description

Job Title	Head of Operations
Reports to	Executive Chair and Trustees
Location	Newry, Northern Ireland with flexibility for remote working
Hours	35 hours per week with flexibility, including non-regular hours from time to time.
Salary	£50k-£60k negotiable subject to experience
Pension	6% employer contribution
Annual Leave	24 days plus statutory public holidays
Probation	6 months

Job Overview

The Head of Operations at Kevin Bell Repatriation Trust (KBRT, 'the Charity' or 'the Trust') will oversee the day-to-day management of the charity's operations, ensuring the smooth coordination of repatriation services, external stakeholders and financial management of the Trust. The role requires strong organisational skills, high level of empathy and the ability to manage sensitive situations involving bereaved families. This individual will be responsible for liaising with external stakeholders such as donors, volunteers, and international partners, while managing regulation and compliance and ensuring the financial sustainability of the Charity.

The Head of Operations will work closely with, and be supported by, the Administration Officer and interact with the volunteer Trustees to ensure that all operational aspects of the Charity are running smoothly and efficiently. This collaborative approach is essential for maintaining the high standards of service that KBRT is known for and for fostering a supportive and cohesive working environment within the organisation.

KBRT aims to make its service as flexible and as immediately responsive as possible for the people who need it. This means that the role demands flexibility in the hours worked, including being on call for incoming phone queries in some evenings, or occasional out-of-hours working.

The ideal candidate would be a current or former professional with operational responsibilities in a regulated environment, eager to take on a high-impact role and contribute to a beloved and respected Charity. Experience of the charity and not-for-profit environment is desirable but not essential.

Key Responsibilities

1. Operational Management

- Oversee the full repatriation process for deceased individuals from abroad, ensuring efficient and timely service.
- Coordinate with international funeral homes, embassies, airlines, and authorities to streamline the repatriation process.
- Ensure compliance with international legal and medical requirements for repatriation.
- Ensure that KBRT's ICT and digital infrastructure is fit for purpose and future-proofed.

2. Financial Oversight

- Oversee the Charity's financial operations, ensuring fiscal responsibility and transparency.
- Manage the Charity's budget, ensuring financial stability and accountability for donations.
- Prepare monthly, quarterly and annual reports on financial performance for the trustees and regulatory bodies.
- Oversee the collection of donations and manage relationships with corporate and individual donors.
- Oversee the operations for sale of merchandise and relationships with suppliers.

3. Stakeholder & Volunteer Management

- On an ongoing basis, actively contribute to reviewing the division of labour between the Head of Operations role; the Executive Chair role; and that of the Board of Trustees.
- Coordinate and support the work of volunteers and Trustees.
- Maintain relationships with key partners, including embassies, professional advisors, and other charities.
- Provide oversight of the Administration Officer ensuring the postholder's performance is managed effectively and that opportunities for development are identified and acted upon.
- Provide leadership and direction for any other staff and volunteers in the day-to-day operations of the Charity.

4. Donation Management, Other Funding and Public Relations

- Organise donation management and other fundraising initiatives and campaigns to ensure sufficient funding for operations.

- Develop and execute public relations strategies to increase awareness of the Charity's mission.
- Represent the Charity at public events and in communications with media outlets.

5. Family Support and Communication

- Act as the main point of contact for bereaved families, providing compassionate communication and guidance.
- Manage the emotional well-being of families by providing information and reassurance throughout the repatriation process.

6. Regulatory Compliance:

- Ensure the Charity's compliance with the Charity Commission of Northern Ireland, the Fundraising Regulator, Charity Regulator of Ireland and all other applicable laws.
- Keep abreast of changes in charity law, ensuring KBRT adheres to all necessary regulations.
- Co-ordinate training of Trustees and any volunteers.

7. Guardianship, succession and future planning

- Provide guardianship of the reputation and good standing of the Trust in all respects.
- Provide support to the Trustees in strategic planning for future of the Trust.
- Provide the change management support required to staff and trustees to ensure the success of any programmes of transition or restructure.

Person Specification

Essential Experience and Qualifications

Qualification: A third level degree or professional qualification

Senior operational proficiency: Demonstrable experience in running or managing operational processes for a sizable organisation.

Strong interpersonal and communication skills: Experience in handling sensitive situations and interacting with vulnerable families in a compassionate manner.

Project and financial management: Proven ability to oversee budgets and maintain the financial health of a charity. Manage projects to effective and timely outcomes.

Leadership experience: Experience leading teams and coordinating with volunteers and external partners.

Cultural sensitivity: Ability to work with people from diverse backgrounds, understanding the emotional and cultural needs of the charity's beneficiaries.

Professional, managerial and regulated environment experience: +15 years providing services to, or operating in, regulated industry including some time spent in a senior, managerial capacity

Desirable Experience and Qualifications

(in the event of a high number of applications we may apply the desirable criteria as part of the selection)

Experience in charity management: Demonstrable experience in running or managing a charity or non-profit organisation

Knowledge of international regulations: Familiarity with repatriation laws and procedures, as well as knowledge of international healthcare or legal systems.

Experience of helping the bereaved: Experience in providing compassionate help to people affected by bereavement.

Essential Attributes

Empathetic and compassionate, particularly when supporting families in times of crisis.

Highly organised with the ability to manage multiple tasks and projects
A self-starter, able to work independently but also as part of a team.

Highest ethical principles, especially in handling sensitive financial and personal information and maintaining the strong ethos of the Trust.

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 Wednesday 19 March 2025**. Applications should be made by email to: **apply@engageexec.co.uk**

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

KBRT is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

By submitting an application for this position, you are consenting for your personal information to be processed and used for the duration of this recruitment campaign.

Timeline

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

Noon, Wednesday 19 March 2025

First Interviews

Monday 24 and Tuesday 25 March 2025

Second Interviews (may include a seen or unseen task)

Monday 31 March and/or Tuesday 1 April 2025

Final Interviews

Monday 7 April 2025

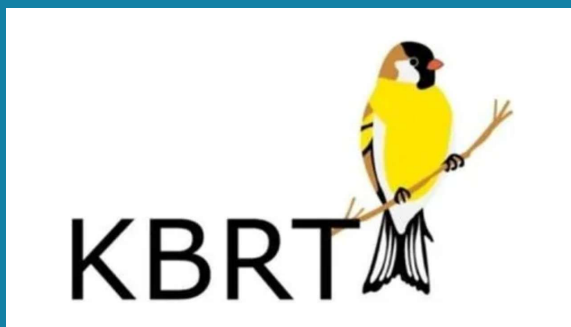


Please address any enquiries relating to the advertised position, and your submission, to KBRT's recruitment partners:

Patrick Minne



Tel: 07792 509003
Email: patrick@co3.org.uk



General enquiries, unrelated to this recruitment, can be addressed to:

KBRT
Unit 7 Whitegates Business Park
Newry
BT35 6UA

Tel: +44(0) 28 3083 3311
Email: info@kevinbellrepatriationtrust.com

Charity Registration NIC100314 in Northern Ireland
20102937 in Republic of Ireland