



JOB DESCRIPTION

Post title:	Head of Operations
Salary Range:	Competitive (dependent on experience)
Hours:	28-35 hours per week
Contract length	Permanent (following a 3-month trial period)
Responsible to:	Chief Executive Officer
Location:	UK (remote based)
Date Issued:	5 Sep 2023
Start date:	ASAP

KEY WORDS: *Business development, programme management, budgeting, financial responsibility, business administration, human resources, IT, governance, operations; cashmere; sustainability; voluntary certification schemes; supply chains*

JOB CONTEXT:

The Sustainable Fibre Alliance (SFA) is a non-profit international organisation working with the extended cashmere supply chain, from herders to retailers, to promote a global sustainability standard for cashmere. Our vision is a future where cashmere is produced in a way that minimises environmental impact, safeguards herder livelihoods and meets high welfare standards.

Founded in 2015, we are a standard holding and capacity building organisation with offices in both the UK and Mongolia. Our SFA Cashmere Standard represents the world's first holistic, evidence-based sustainability standard for cashmere that is both global in focus and locally adaptable.

A unique opportunity has arisen in our UK team for a permanent post in the role of Head of Operations with immediate start.

Role:

- The Head of Operations will be efficient and able to see the bigger picture. They will work closely with the CEO and leadership team to ensure that the SFA is a high-performing organisation.
- They will be responsible for ensuring that SFA-wide budgets and resources are raised and coordinated efficiently and effectively, developing organisational policy and the management of the UK office and global operations.
- For the next 12 months, a key focus of the role will be strengthening our operating model to ensure it is fit for purpose and future-proof, so that we can drive transformational change in the cashmere and natural fibres sectors.

Accountability:

The Head of Operations will report to and be supported by the SFA CEO (their line manager). They will be joining our close-knit and remote-based UK team, which is comprised of a Head of Standards, Head of Research & Policy, Training & Assurance Manager, Membership & Supply Chain Officer, Marketing & Communications Manager, Research Manager and a few contract workers.

KEY RESPONSIBILITIES:

The duties of the Head of Operations include, but are not limited to, the following:

- Co-ordinate departmental work plans, budgets and internal reporting to ensure that the SFA remains focussed and efficient in implementing our 2030 vision, mission and long term goals
- Oversee the SFA's transition to a volume-based fee financial model and the creation of a Community Interest Company to support the SFA's operations in Mongolia and China
- Oversee the SFA's financial performance
- Maintain the SFA's charitable status
- Improve and deliver organisational processes, policies and legal guidelines, with particular focus on fundraising and budgets, human resources and IT
- Ensure a positive work environment, further developing and enhancing organisational culture

SKILLS AND EXPERIENCE:

Required:

- Experience of executing operations, systems, and process improvement
- Comfortable leading change, as well as an ability to manage budgets, annual accounts and financial forecasting
- Strong communication and people first approach will allow you to manage and influence a range of stakeholders and support an engaged and thriving team
- A strong track record of effectively managing teams, and helping bridge diverse programs
- Excellent written and verbal communication, with an ability to communicate to a wide range of audiences
- Confident in representing the organisation at external events and building strong relationships with partners and stakeholders
- Fluency in English

Desirable:

- Experience of senior leadership
- Experience of matrix management
- Knowledge of supply chain management
- Experience working with project management tools

- Previous experience working in a non-profit organisation
- Knowledge of sustainability challenges related to livestock production and the fashion industry
- Working in Mongolia and/or China

QUALIFICATIONS:

- Be educated to post-graduate degree standard or equivalent qualification or experience
- At least 5 years of work experience at managerial level

PERSONAL ATTRIBUTES:

We are seeking candidates who are organised and efficient. They will excel at strategic thinking, business management and driving continual organisational improvement. You'll enjoy working in a small, fast-paced team environment, where the nature of the work requires dynamic and flexible working. This role will suit candidates who can think on their feet and have the confidence to communicate our work to our members and stakeholders. Being a small NGO with limited resources, we're looking for people with excellent people and programme management skills who remain calm under pressure and maintain sight of the big picture. You'll be passionate about ensuring smooth operations and delivering real impact on the ground for cashmere producers and the rangelands that support them.

To Apply:

To apply for this role, please send your CV and a cover letter to jobs@sustainablefibre.org. Applications will be considered on a rolling basis. We thank all applicants for their interest; however only shortlisted candidates will be contacted.