

A group of diverse people are running on a city street. They are wearing red t-shirts with the Goodgym logo. The background shows trees and buildings. A red semi-transparent banner is overlaid at the bottom of the image, containing the text 'HEAD OF OPERATIONS CANDIDATE INFORMATION PACK 2021'.

HEAD OF OPERATIONS CANDIDATE INFORMATION PACK 2021

Introduction to GoodGym & The Role

GoodGym is a multi-award winning charity that connects exercise with volunteering. Across 58 cities and boroughs its members run to help isolated older people and community projects. It's shown to reduce isolation, improve community cohesion and to improve wellbeing for all involved. It is frequently cited as a leading social innovation by the government, mainstream press and leading think tanks. GoodGym's impact and activity continues to grow and in this role you will core to us continuing to deliver impact on issues that continue to increase in importance and urgency.

GoodGym is seeking a Head of Operations to manage our operations across the UK and our office in London. This is a pivotal role in our senior team and your work will have significant social impact on a national scale.

As our Head of Operations, you will oversee the performance and delivery of GoodGym's highly impactful work tackling isolation and loneliness, and creating happier, healthier and better connected communities.





COVID-19

Throughout the COVID-19 Pandemic we've been providing support for vulnerable people including deliveries and basic tasks for hospital discharge and welfare checks.

OUR APPROACH

Make it easy for people to combine exercise with helping people and projects in their community through providing safe, exciting and impactful opportunities.

Use technology to reduce barriers to participation.

Encourage and inspire people to combine exercise with helping their community through telling stories and celebrating outcomes and achievements.

OUR VISION

For getting fit by doing good to be mainstream.

OUR MISSION

To support and encourage adults in every city to combine regular exercise with helping older people and community projects.

Our Ethos

GoodGym helps people get fit by doing good in their area. Everything we do aims to support this. These guidelines help to keep us consistent in doing this.

No-one gets left behind, no-one gets left alone

GoodGym welcomes all abilities from all backgrounds. On our group sessions no-one should be left alone. As a run leader, or trainer, being at the back is often as important as being at the front. Keeping the people at the back motivated will probably have a bigger impact than leading the way. All GoodGym runners should play a part in looking after each other and making sure that everyone is included in every session. We all make sure people who are new to fitness, or are unfit, feel welcome and that they are in the right place.

We get people fit

GoodGym is about keeping fit. We support people of all abilities to improve or maintain their fitness.

GoodGym is Fun

Many people get involved in GoodGym because it's a good way to meet people. We encourage people to get to know each other at our group sessions and encourage runners to meet up for training runs and other social events.

GoodGym is safe

GoodGym has to be safe. Ensuring that no-one gets harmed is an essential part of what we do. The safety processes are there for a reason. We want to protect ourselves, the other runners and those we are helping from any harm. We work with lots of people, some of whom are vulnerable and ensuring their well-being is our utmost concern. It is the responsibility of all of us to look after the safety of ourselves and those around us.

GoodGym is open

We are open to improving what we do. We are open to suggestions from runners, older people, community organisations and partners about how we can improve what we do. We encourage feedback. These responses help GoodGym improve. We will always try to understand where someone is coming from before giving them an answer. GoodGym should always be open to people who want to support our goals or get involved in a constructive way.

GoodGym is a community not a service

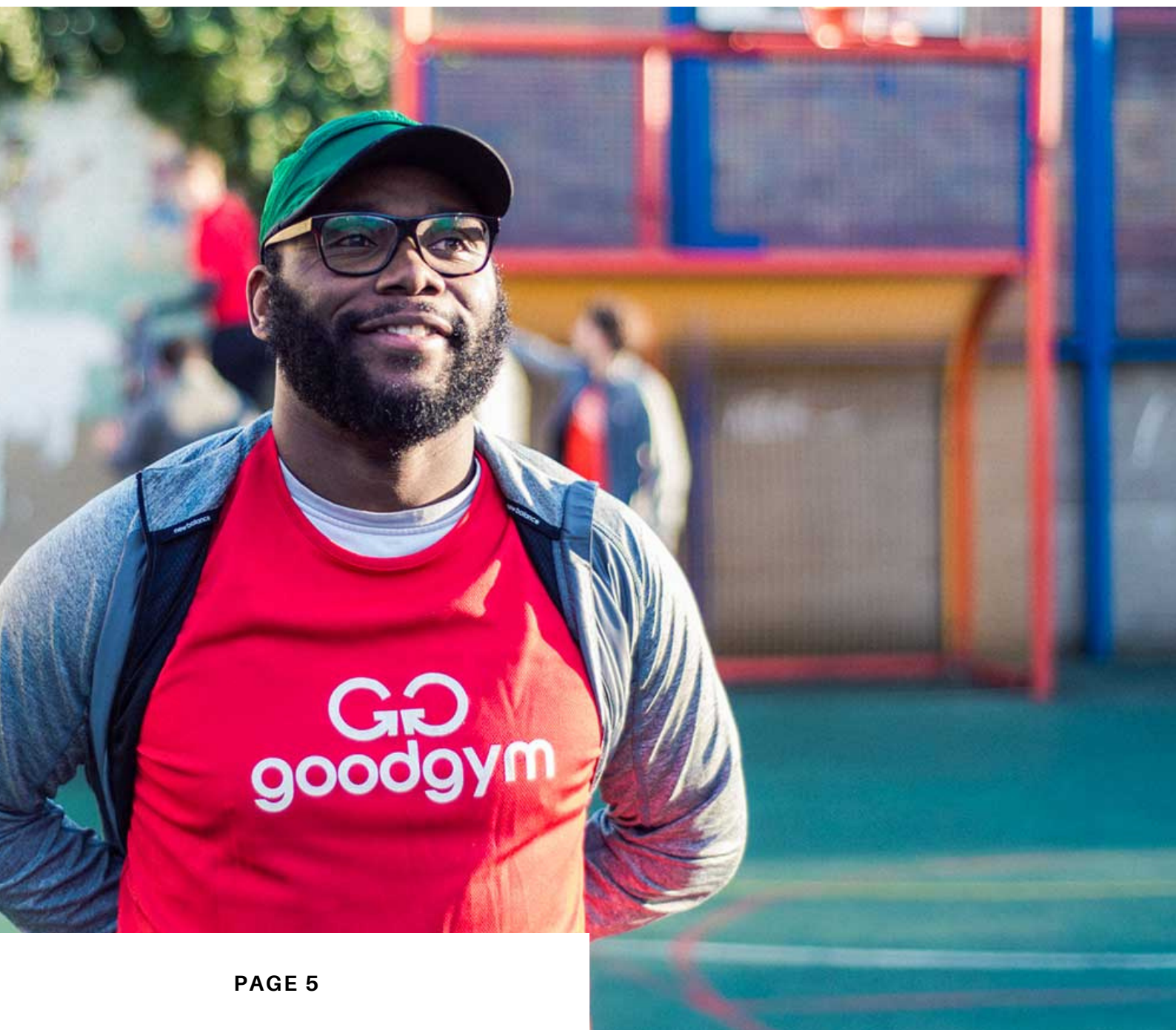
GoodGym is a community rather than a service. The motivation for participation for all of us is to benefit other people and projects in our community, have fun and meet up with friendly people. This means that GoodGym representatives should not thank other participants for their involvement - instead we should congratulate and encourage. As facilitators, we encourage all members to support each other in their efforts to do good and get fit.

GoodGym is a sports brand

Outwardly, GoodGym should feel more like a sports brand than we do like a charity. GoodGym should feel exciting and easy to engage with. We aim to make the process of getting involved with GoodGym as easy as possible, otherwise people will go to a normal gym or the cinema instead. We respond quickly and positively to enquiries from the outside world. Our communication is friendly, clear and to the point. Though GoodGym's admin team is registered as a charity, we do not define ourselves as a charity, we are a community first and foremost.

Focus

GoodGym does a few things excellently. We get fit by doing good. We do this at group sessions, missions and coach visits. Everything else we do supports these goals and we don't do anything that doesn't support us in achieving these goals.



Our Board of Trustees



Paul Miller – Chair

Paul is CEO of Bethnal Green ventures, one of Europe's leading impact investors in early stage technology ventures. Previously he was CEO of education startup School of Everything, a senior researcher at the think tank Demos and a policy adviser at Forum for the Future.



Ruth Marvell

Ruth is CEO of the Duke of Edinburgh Awards. Previously she was Director of Policy and Campaigns at Scope. During her career she has successfully campaigned for comprehensive disability discrimination legislation, the ratification of the UN Convention on disabled people's rights, greater investment in social care, and equal access to the voting process for disabled people.



Tamara Greene

Tamara is Global Brand Director at Havas media. She has over 20 years of experience in marketing and communications with major global brands in the UK and US.



Peter Hay CBE

Peter recently retired from Birmingham City Council as Strategic Director for People, responsible for adult and children's social care, education, public health, housing support and commissioning. Peter is a longstanding Board Member for the Social Care Institute for Excellence (SCIE) and serves as Treasurer of the New NHS Alliance. He has a degree in Social Work and an MBA.



Ruth Forbes

Ruth is Head of Systems Support and Improvement at NHS England and NHS Improvement. Previously she was Head of the Transaction Team for the Regional Growth Fund. She's also a chartered accountant and a keen runner.



Abadesi Osunsade

Abadesi is the founder and CEO of Hustle Crew, a diversity-in-tech community and training company. She is the VP of Global Community & Belonging at Brand Watch and the co-host of the weekly podcast Techish.



Rhia Docherty

Rhia is Individual Giving and Communications Manager at the Big Issue foundation and the Head Coach at Eve Academy wrestling school. She has extensive volunteering experience and is a former professional wrestler.

COMMITMENT TO DIVERSITY & INCLUSION

We are committed to increasing diversity and inclusion within our organisation, as well as using our voice and platform to help make our sector more inclusive. This means reflecting critically on issues of diversity and inclusion within all that we do, identifying and taking appropriate actions to reduce inequality, and welcoming challenge.

We aim to improve the ethnic diversity of our senior team and welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion or socio-economic background.

We are committed to inclusive working practices, and during the application process we commit to:

- Paying for childcare whilst you're attending a GoodGym interview.
- Paying for your travel costs to the office and back for interviews if they are held in person.
- Offering a first stage interview to any disabled candidates who meet the minimum criteria for the role.
- Making any reasonable adjustments - for example ensuring we have sign language interpreters organised in advance if you'd like them.
- Providing this document in a Word document format readily available to download.

If there is anything else you're concerned about or think we could provide, please let us know.

The Role

Key Information:

Job Title: Head of Operations

Reporting to: Chief Executive Officer

Remuneration: £40,000 - £45,000 dependent on experience

Location: The role will be based in London with fully flexible working and manage GoodGym's operations across the UK (some national travel will be required).

Responsibilities:

Lead our operations

- Lead the effective day-to-day running of our operations
- Play a role in senior strategic leadership of the organisation
- Ensure operations targets and objectives are met
- Supervise the performance of our operational team
- Ensure agreed targets for coach runs and missions are met
- Work with the Head of Strategy and Partnerships to improve performance by identifying areas in need of improvement and developing solutions

Support and manage staff

- Line manage and lead the Older People Operations Team (4 members of staff)
- Line manage and lead the Group Runs team (2 members of staff)
- Ensuring the team is performing at it's best through developing a culture of responsibility, measurement and accountability
- Encourage, support and maintain a productive, positive and engaged team
- Manage the day to day operation of our office in London
- Coordination and management of recruitment of new staff

Saftey and compliance

- Manage the processes by which the safety of participants is ensured including volunteer and staff recruitment, training, DBS checking and management
- Oversee the management of safeguarding matters arising in line with GoodGym's Safeguarding Adults policy
- Ensure adequate processes are in place to effectively support and manage relationships with volunteers and older people
- Maintain up to date knowledge of legislation, guidance and best practice related to GoodGym's operations

Person Specification

In your formal application, we request that you respond directly to as many of the criterias listed, however candidates need not meet all of the person specification criteria to apply. There is an expectation that all candidates will be able to demonstrate suitable knowledge and experience of being in an Operations role.

Essential (E) / Desirable (D)

Target-oriented with a track record of improving performance	E
Significant line management experience	E
Excellent Communicator	E
Project Management experience	E
Systematic and data-driven decision maker	E
Excited about growth, energetic and proactive; loves getting things done	E
Highly organised and able to prioritise tasks, with strong time management skills	E
Approachable with strong interpersonal skills	E
Team-Building skills	E
Experience or knowledge of scaling up operations	D
Knowledge of safeguarding and safety processes	D
Experience of reviewing, developing and delivering training	D
Experience of volunteer management	D
Experience of working with vulnerable adults and understanding of the issues affecting them, and the services which support them.	D



Why Join Us

- Be part of our important mission to bring communities together and reduce loneliness and isolation. GoodGym is a scalable approach to tackling major social issues and you'll play a central role in it
- Friendly, positive and supportive team with real purpose
- Growing organisation with national reach
- 25 days holiday + bank holidays
- Central London location; Somerset House, free entry to many exhibitions and events

How To Apply

The recruitment process is being undertaken by Inclusive Boards on behalf of GoodGym.

If you wish to apply for this position, please supply the following:

- A detailed CV setting out your career history, with responsibilities and achievements
- A covering letter (maximum two sides) highlighting your suitability for the role and how you meet the skills requirement. Please note that the covering letter is an important part of your application
- Details of two professional referees together with a brief statement of their relationship to you and over what period of time they have known you. (Referees will not be contacted without your prior consent)
- Diversity monitoring form – your data will be stored separately from your application and will at no time be connected to you or your application

Closing Date: Sunday 28th March 2021 23:59

Please send your CV and cover letter to: goodgym@inclusiveboards.co.uk.

To apply or find out more or have an informal confidential discussion before applying, please get in touch with Ros Hollinghurst by calling Inclusive Boards directly on 0207 267 8369 or email goodgym@inclusiveboards.co.uk.