



Join the Inclusion Revolution!

## Operations and Business Development Lead

(30hpw – flexible hours)

### About Us

**Include.org** is a unique and multi-award-winning local charity which tackles the issue of communication difficulty as a community, in a fun and innovative way.



We provide creative speech and language therapy-based activities which build confidence and skills in people with communication difficulties due to learning disabilities, autism or dementia and provide training for communication partners.

Our services include:

- The Include Choirs
- Champions co-production and self-advocacy group
- Stroll and Sign
- Supported Volunteer programme
- Speech and language therapy consultancy and training



### Our Values

Whenever you are with Include.org, you can expect staff, volunteers and members to be:

**Kind Empowering Fun Inclusive Respectful**

and all services to be based on speech and language therapy best practice and the principles of co-production.



### OBD Lead – about the role

Include.org was founded in 2018, in response to an identified lack of opportunity and support for people with communication needs and has grown steadily ever since. This post has been created in response to that growth and achievement and is an exciting opportunity for anyone with passion, drive and enthusiasm looking for a leadership role in the third sector.

The Operations and Business Development Lead will play an important role in overseeing effective organisational service delivery and working closely with the CEO to develop the role of the charity within Surrey and beyond. The role requires overseeing delivery of key projects, managing a small team of staff and volunteers, developing long-term business plans and curating relationships with

new partners and funders to ensure Include.org has the resilience to deliver against its mission into the future.

You will join a passionate team that is always looking at ways to better support the communities we serve. As OBD Lead, you will be a key member of the Senior Leadership Team working with the CEO, Finance & Data Lead, Communications & Partnerships Lead & Clinical Lead to develop and deliver Include's core services and processes, with an eye for sustainability, impact and long-term growth.

The role will involve a mix of working from home, on Zoom (so good internet connection is required) and attending some regular sessions in person, in and around East and Mid-Surrey. You will be asked to assist at events or performances, in addition to regularly attending sessions and meetings.



### **Key Responsibilities:**

#### Operations Management

- Develop, support, and improve service delivery of key activities
- Review and improve impact measurement processes
- Review and improve policies and procedures
- Review and improve governance frameworks
- Manage a team of staff and chair meetings
- Support with HR functions and structural
- Prepare and create reports for the benefit of CEO and board of trustees

#### Business Development and Fundraising

- Develop new relationships to improve the profile and reach of the charity
- Support the fundraising team with grant applications, community fundraising, donor management or corporate support as required
- Identify new revenue streams and opportunities
- Oversee, develop and support the funding strategy to ensure financial resilience
- Develop and update the organisation's business plan
- Work with the senior leadership team to set achievable KPIs

#### Event Management

- Manage and coordinate Include.org events
- Evaluate event delivery and ROI

#### Volunteer Coordination

- Oversee and support volunteer recruitment including supported volunteers



## What we are looking for:

### **ESSENTIAL:**

- Experience in business or operations management, preferably in a nonprofit or similar setting
- Excellent organisational, leadership, and communication skills
- Experience in event planning, and working with volunteers
- Ability to work effectively both independently and as part of a team
- A creative approach to problem solving and a 'can be done' attitude
- Flexibility to work evenings and weekends hours as required
- Knowledge of Microsoft Excel & Word and other basic computing skills
- Ability to use initiative and work with minimal supervision
- Ability to accurately document and monitor activity
- Ability to work to a deadline and manage a number of tasks /projects
- Understanding of the importance of confidentiality, safeguarding and data protection
- Good internet connection
- A friendly and flexible disposition
- A drive to make things happen so the community is better supported
- Satisfaction in completing tasks to a high standard
- Commitment to the concept of inclusion

### **DESIRABLE:**

- Experience of working with people with understanding or speaking difficulties (e.g. people with learning disabilities, autism, dementia, aphasia or other conditions)
- Experience of working or volunteering in the third sector
- Experience of recruitment and people management
- Project management experience
- Knowledge of inclusive communication techniques, coproduction and / or a social model of disability
- Experience in business planning and / or fundraising
- Experience of implementing and reporting on impact measures
- Experience of monitoring and evaluation processes
- Experience in managing growth in SMEs

### **TRAINING**

You will receive any necessary training, including safeguarding and data protection, inclusive communication and the Mental Capacity Act, in line with the vision and aims of the charity. Free training in Makaton, Photosymbols, Talking Mats and other Inclusive Communication techniques is also available, tailored to your level of need (e.g. refresher/beginner).

### **OTHER INFORMATION**

There is flexibility in how the 30 hours per week is covered, though there is an expectation that you will be available during the working week between 9.30-2.30 and that additional hours will include regular attendance at Tuesday evening sessions, as an introductory part of the role and some weekend work at events.

The Salary is £32,000-£36,000 pro-rata, dependent on sector experience

Work locations include: Include HQ (RH1 2EL) and our regular venues (Lime Tree School, Merstham and St Joseph's Church, Epsom); travel expenses to other locations will be claimable.

## IF YOU ARE INTERESTED

### Before you apply:

Please spend some time on our Youtube channel [IncludeTube](#), on our website <https://include.org> or our other social media channels getting to know **Include** and the work we do.

**To apply**, please send a **covering letter/email** outlining your experience and how you are able to provide the support we need. This should be accompanied by an **up-to-date CV**. As part of the process of selection you will be invited to join a Champions group meeting on a Tuesday evening or an Include Choir session on a Wednesday evening on Zoom or in person.

If you have any queries, please email Alix Lewer at [Alix.Lewer@include.org](mailto:Alix.Lewer@include.org) or call 07446 897835 for an informal chat.

**Closing Date:** 5pm Friday 17th May 2024

**Interviews:** from w/c 28<sup>th</sup> May 2024

