

Head of Strategy and Operations

Reports to:	Chief Executive Officer
Location:	West London – currently operating an agile working policy with a minimum of two core days (Monday and Wednesday) in the office
Contract:	Permanent
Pattern:	Full-time – 37.5 hours per week
Salary:	£50,000 to £55,000 per annum (depending on experience)

About the role:

As a new foundation, this is an exciting time to join Martingale and be part of shaping it for years to come. In Autumn 2023, we will welcome the inaugural cohort of Martingale Postgraduate Scholars and launch recruitment for our second cohort.

As Head of Strategy and Operations you will play a pivotal role in this work. Working closely with the CEO on a day-to-day basis, you will help to build and grow the foundation. Working collaboratively with the wider team, partner universities and funder, this will be a fast paced and varied role. You will be responsible for managing relationships with key stakeholders and support the CEO to establish new partnerships with funders, charities, providers and universities.

Your role will include coordinating outsourced support across finance, HR, IT and facilities. You will work closely with the CEO on strategy development, impact and evaluation, and models for expanding current initiatives/developing new initiatives that support people from low-income backgrounds to pursue, and succeed in, postgraduate study.

You will play a key role in influencing scholars' outcomes on a broader strategic level and have the opportunity to develop professionally with support from the CEO and external learning opportunities.

Key Responsibilities:

General

- Work closely with the CEO to prioritise and execute business tasks
- Lead on key projects and initiatives within the organisation, including ad-hoc research and analysis
- Prioritise for the CEO and deputise when required: help the CEO to focus on top priorities and lead on other matters, speaking on behalf of the CEO when required

Strategy development:

- Identify ways to increase Martingale's impact and improve social mobility in postgraduate education
- Structure and lead the assessment of new strategic opportunities, including changes to existing initiatives, expansion of existing initiatives, or expansion to new initiatives
- Lead quantitative and qualitative analyses and present synthesised findings and recommendations
- Support the CEO on funder development activities, including creating proposals for funding
- Support the team in the execution of the strategy, working closely with the programme and communications managers

Stakeholder management and communications:

- Produce and coordinate engaging documents and communications for key stakeholders, including senior leaders at Partner Universities, and the Martingale Advisory Board
- Manage relationships with University Partners, including senior leaders when required. Ensure they are consulted and pleased with progress, while also delivering on their commitments
- Develop collaborative relationships with charity partners, organisations with similar missions to Martingale, and other relevant organisations

- Work with the CEO to develop existing relationships with funders and identify new funding opportunities

Operations:

- Coordinate outsourced support on HR, Finance, IT and facilities, and act as their key point of contact
- Budget forecasting and management including working closely with external finance teams

Project management:

- Create well considered project plans and ensure internal and external stakeholders buy in
- Oversee the progress of projects against project plans and ensure all milestones are met: hold internal colleagues and external providers to account
- Support Programme and Communications teams with managing high priority projects or solving critical problems, as needed

Person Specification: Head of Strategy and Operations

Qualifications

- A bachelor's degree, or equivalent experience

Knowledge & Skills

- Strategy development experience, ideally focussed on growth and product/offer expansion - Track record of developing expertise quickly
- Excellent qualitative and quantitative problem solving skills
- Able to assimilate complex information quickly, identifying the pertinent points and making them accessible for a wider audience
- Experience managing multiple projects/workstream and priorities simultaneously, while maintaining attention to detail, prioritising, and meeting deadlines
- Experience coordinating multiple providers and working with them to deliver at pace
- Excellent communication skills, both written and verbal, with the ability to effectively communicate with diverse audiences. Experience preparing documents and presenting to senior audiences, including Boards
- Experience of high-quality relationship management with a range of stakeholders of different seniority
- Experience designing, implementing, and managing systems and processes
- Advanced IT proficiency: Spreadsheet, Word Processing, Database, Email, Web based applications

Personal Qualities

- A strong commitment to Martingale's mission to support postgraduate students from low income backgrounds
- Excellent interpersonal skills: Friendly and personable, able to build rapport and trusting relationships, able to work co-operatively in a multidisciplinary setting
- Comfortable working in a rapidly growing and changing organisation with a degree of ambiguity – confident to create processes and ways forwards where they might not yet exist
- Creative and innovative – willing to think outside the box to maximise reach
- Resourceful, able to act on initiative, hard-working, detail orientated, and systematic

Other

- Right to work in the UK
- This post is subject to an enhanced DBS check

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