

Recruitment bulletin for ASDAN's Head of Operations

About the role:

ASDAN is growing its Operations team. As Head of Operations, reporting to the Operations Director, you will be responsible for managing and maintaining ASDAN's day to day operational delivery, ensuring the organisation's people, premises, systems and processes are efficient, compliant and aligned to organisational priorities.

Working closely with the Head of Operations and department managers, the successful candidate will be someone who is a highly effective communicator, well organised and experienced in overseeing facilities, health and safety and business continuity. You will also demonstrate an understanding of governance, compliance and risk management also.

This role is being offered as a full time, hybrid role, with the opportunity to work partly from home and partly from our office in St. George, Bristol. Part-time hours could be considered for the right candidate.

About us:

ASDAN is an education charity and awarding organisation providing courses, accredited curriculum programmes and regulated qualifications to engage, elevate and empower learners with diverse needs.

Our goal is to engage learners through relevant and motivating courses to achieve meaningful learning outcomes, which elevate them to go on to further education, training and work, and empower them to take control of their lives. We do this by developing courses with an accessible and practical pedagogy for learners; and by supporting our partner educators to foster the personal, social and work-related abilities of learners with diverse needs. We believe that learners should have the opportunity to discover, develop and make use of their abilities to affirm their identities, contribute to society, and challenge educational and social inequalities.

Conditions and how to apply:

Contract: Permanent

Hours of work Full time: 37.5 hours

Salary: Band 4, salary range £48,700 - £54,750 dependent on experience

Pension: Scottish Widows. Post-holder has option of two levels of contribution: • employee 3% employer 6% • employee 6% employer 9%

Leave entitlement: Starting at 24 days per annum, rising an additional day per year to maximum 32 days, in addition to statutory bank holidays.

Location – This is a hybrid role, working partly from home and partly from our main office in St George, Bristol. Post holders should anticipate spending 50% of their time office based.

How to apply:

To apply for this position, please visit the vacancies section of the ASDAN website www.asdan.org.uk/vacancies, where you will find the job description and application form. You are welcome to submit a CV alongside your completed application form, however only

Role description

Head of Operations

applications made using the application form will be considered. Within your application form, please include a clear outline of why you feel you would be suitable for the position, including examples of your skills and experience, referring to the person specification as appropriate. Please email your application to personnel@asdan.org.uk.

It would be appreciated if you could complete ASDAN's equalities, diversity and inclusion (EDI) monitoring form at the time of your application. This information will be treated as confidential for monitoring purposes only and kept separate from your application.

Key dates:

Applications close: Noon Monday 27 July 2026

Interviews: Tuesday 11 August 2026

Interviews will be held at ASDAN's main office in Wainbrook House, St George, Bristol.

Please contact personnel@asdan.org.uk for an informal conversation about this opportunity.

Job description

Accountable to:	Director of Operations
Responsible for:	Publications Customer Services Co-Ordinator, .Net Developer, Premises and Publications Officer, Warehouse and Compliance Officer
Liaison with:	Executive Team, Heads of Department, operational teams, and external suppliers and partners
Band:	4

Job purpose

The Head of Operations leads the effective day-to-day operational delivery of ASDAN, ensuring the organisation's people, premises, systems, and processes are efficient, compliant and aligned to organisational priorities.

Working closely with the Director of Operations, the Head of Operations provides both hands-on operational leadership and strategic support, translating organisational priorities into effective, well-governed operational delivery.

This is a key delivery role that sits at the heart of ASDAN's operational function, supporting the Director of Operations in driving performance, resilience, and continuous improvement, and ensuring the organisation is well-positioned to deliver its strategic objectives.

Key responsibilities

- Operational delivery and performance management
- Organisational systems and infrastructure
- Facilities and premises management
- Health and Safety compliance
- Business continuity and risk management
- Management of externally contracted services and supplier relationships
- Operational governance and compliance
- Leadership and management of operational teams

Key duties

The postholder will be responsible for delivering the following:

1. Day-to-day operational delivery

- a) Manage and oversee the daily operational activity of ASDAN, ensuring consistency, quality, and efficiency across all functions.
- b) Act as the first point of operational escalation, resolving issues promptly and keeping the Director of Operations informed of risks, blockers, and performance.
- c) Maintain and monitor operational KPIs, reporting regularly to the Director of Operations with clear analysis and recommendations.
- d) Support the Director of Operations in implementing operational strategy and translating it into practical delivery plans.

2. Strategic support to the Director of Operations

- a) Work closely with the Director of Operations to develop, review, and refine operational frameworks, policies, and improvement plans.
- b) Provide research, analysis, and drafting support for strategic papers, board reports, and operational planning documents.
- c) Support the Director of Operations in leading change programmes, ensuring projects are well-coordinated and delivered with minimal disruption.
- d) Help prepare and present operational updates to the Executive Team and relevant committees as required.

3. Premises, facilities, and health and safety

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- a) Lead the management of ASDAN's premises and facilities, ensuring safe, effective, and well-maintained working environments.
- b) Ensure full compliance with health and safety legislation, including risk assessments, fire safety, DSE, and incident management.
- c) Support the Director of Operations in maintaining business continuity plans and operational resilience arrangements.

4. Contracts, procurement, and supplier management

- a) Manage supplier relationships and contracted services on a day-to-day basis, escalating high-value or high-risk issues to the Director of Operations.
- b) Oversee procurement activity, ensuring value for money, compliance with financial controls, and adherence to procurement policies.
- c) Monitor supplier performance and manage risks associated with external provision.

5. Governance, risk and compliance

- a) Maintain and monitor operational risk registers and support mitigation planning in liaison with the Director of Operations.
- b) Ensure day-to-day operational compliance with charity law, employment legislation, GDPR, and internal policies.
- c) Contribute to audits, inspections, and assurance activity as required.
- d) Identify, monitor and escalate awarding organisations risks and compliance issues through appropriate governance forums, ensuring the Responsible Officer activities is sighted and assured.

6. People leadership

- a) Provide line management and day-to-day leadership to operational staff and teams.
- b) Set clear objectives, support performance management, and contribute to team development and capacity building.
- c) Foster a collaborative, high-performing and accountable team culture.

This job description may change as ASDAN develops, following discussion and agreement with the post-holder. The post holder will be expected to adopt a flexible approach to ensure the efficient and effective running of ASDAN. The post holder will have full opportunity to discuss and be active in changes or developments to this job description.

Person specification

Education and professional qualifications	Essential or desirable
Degree or equivalent relevant experience	Essential
Relevant professional qualification (e.g. operations, project management, health and safety)	Essential

Experience and knowledge	Essential or desirable
Significant experience in an operational management or senior operations role (minimum 3 years)	Essential
Strong understanding of governance, risk management and regulatory compliance	Essential
Experience overseeing premises, facilities, health and safety, and business continuity	Essential
Experience managing contracts, suppliers and procurement activity	Essential
Experience supporting or contributing to organisational change or transformation programmes	Desirable
Experience working in a charity, education or public sector organisation	Desirable

Skills and competencies	Essential or desirable
Proven ability to manage day-to-day operations effectively while supporting wider strategic priorities	Essential
Strong people management and leadership capability	Essential
Ability to work effectively with and constructively challenge senior colleagues	Essential
Excellent analytical, problem-solving and organisational skills	Essential
Strong planning, prioritisation and decision-making skills	Essential

Personal attributes
Confident working closely with and supporting senior leadership
Collaborative, calm, exercises sound judgement and takes a proactive and solutions focused approach to problem-solving
High levels of integrity, professionalism and accountability
Resilient and adaptable, with the ability to manage competing priorities

Role description
Head of Operations

Behaviours and values expected of all staff
Demonstrates a strong commitment to ASDAN's mission, values and charitable purpose
Actively works to secure the sustainability and growth of ASDAN, focusing on delivering on operational goals
Manages ASDAN's resources effectively and efficiently
Provides the highest standards of customer service to customers of ASDAN, with a passion for ensuring positive learner outcomes
Participates in ASDAN's annual review process and undertake appropriate training and development, ensuring up to date knowledge and practice is applied and maintained for the efficient and effective performance of the post
Effectively promotes the safety and well-being of children, young people and all vulnerable individuals, in line with ASDAN's safeguarding policy
Promotes a positive and inclusive working culture, respecting the unique contribution of every individual
Is flexible, friendly and helpful, and a collaborative team player
Ensures awareness of and compliance with all health and safety requirements in accordance with the provision of health and safety legislation
Diligently applies the requirements and principles of GDPR with regards to the security and confidentiality of information
Demonstrates high levels of integrity, accountability and highly professional standards of behaviour
Keeps up to date, so far as is necessary for the efficient execution of the role, with new legislation, procedures and methods *
Leads by example, supporting collective leadership, development and relationship building across ASDAN, and with relevant markets and stakeholders *

* Band 3 and above roles only