PLANT YNG NGHYMRU
CHILDREN IN WALES

Operations Director

Application Pack

childreninwales.org.uk

Introduction

Thank you for your interest in the post of Operations Director. The enclosed set of information is designed to give you a fuller picture of what the post involves and information about the benefits of working for Children in Wales.

The job description is designed to summarise clearly the scope and responsibilities of the post. The purpose of the person specification is to state, as precisely as possible, the minimum skills, experience and knowledge applicants must have to meet the requirements of the post. **It is essential that you read this carefully and address your application to the criteria contained in the person specification.** Failure to do so will considerably reduce your chances of being selected for interview.

The application process will close at **12 noon Monday 14th December 2026**

Our recruitment team will short-list for interview but will not be provided with your contact details or any equal opportunities information. The information provided by unsuccessful applicants will besecurely retained for a period of 1 year and then confidentially destroyed. If successful in progressing to interview, you will be notified via the email address provided to us. Interviews are planned for **the 6th & 7th January 2027**

We understand that AI tools can assist with proofreading and refining content; however, we ask that all application materials, including cover letters and responses, be written in your own words to reflect your authentic skills and experiences.

Job Description – Operations Director

Contract: Permanent

Salary: £51,687.08

Hours of Work: 35 hours per week

Annual Leave: 28 days per annum plus Bank Holidays with an annual Buy your Leave scheme and additional entitlement for long service.

Method of Pay: Salaries are paid directly into staff member's nominated bank account on the15th of each month

Pension: Automatic enrolment into the Workplace Pension Scheme at a minimum employer contribution of 5%. Should the employee choose to increase their own contribution, CiW will match it up to 8%"

Other benefits include our Cycle to Work scheme, Tickets 4 Good and concessions for adult part-time learning courses at Spark. Children in Wales employees also have access to 24/7 confidential support from our Employee Assistance Programme.

About the role:

The role of Operations Director is key to the delivery of Children in Wales' (CiW) strategic ambitions to embed Children's Rights across Wales and to enhance the quality of practice in the children and young people's workforce. As a member of the Senior Leadership Team this postholder will oversee operational planning and performance. They will lead excellent delivery of projects and programmes, oversee the management of crucial contracts, monitor progress and report on impact. They will have input into the strategic direction of the organisation, with oversight of our Young Wales programme, Training delivery and Consultancy projects, as well as performance data.

Children in Wales is working to deliver its 5-year strategy (Towards a Better Wales for Babies, Children and Young People 2025-2030) and the Operations Director will play a critical role in the setting and delivery of objectives within that strategic plan.

Location

Hybrid from home or Cardiff Office with attendance at office required at least fortnightly.

Relationships

Reporting to CEO, as a member of the Senior Leadership Team. Line management responsibility for up to 5 direct reports. Working across the organisation, with particular responsibility for operational teams: Training, Young Wales and Projects and Partnerships. Directing the work of these teams will mean that the postholder will maintain a number of external relationships and growing a network of prospective partners and clients will be an important part of the role. Given the critical nature of safeguarding to our operational work, the

postholder will have oversight of the Safeguarding Lead. Responsible also for line management of one post overseeing CiW's membership data. Externally, Welsh Government are a significant funder of CiW operations, and this role will work closely with officials to ensure that targets are met.

Financial Responsibility

The postholder will be responsible for working with other members of SLT and appropriate Managers to set financial targets for the teams that they manage, which they will then report against. They will be responsible for contract compliance, working with their managers.

Summary of Key Duties:

- Accountability for the successful delivery of key projects/programmes including responsibility for contract management arrangements with funders and commissioners, managing relationships and reporting against contracts/grant agreements (KPIs etc.)
- Implementation of effective project management processes and driving forward an organisational focus upon impact and outcomes, to include developing and implementing an outcomes framework. Line-management and development of high performing teams
- As a member of the Senior Leadership Team, contribute to leadership and management, strategic and operational planning, growth and funding opportunities.
- In conjunction with the Safeguarding Lead, provide strategic direction on the Charity's safeguarding responsibilities.
- Representing the organisation at fora and events, promoting our work and developing key partnerships and arrangements.

Operational Responsibilities:

- To manage and coordinate effective reporting against contracts, work-plans and grant agreements (e.g. monthly, quarterly, annual where applicable), with a focus upon evidencing our impact to external and internal audiences and enhancing a culture of accountability.
- In line with the work to enhance the culture of accountability, to draw upon high-quality reporting/monitoring.
- To develop a sense of entrepreneurship within relevant teams, promoting the development of business cases for programme/project expansion and the development of new projects, in collaboration with wider team.
- Conducting regular contract management meetings with stakeholders and funders, overseeing the development and presentation of high-quality reporting, as relevant.
- Ensuring delivery of projects within budgets, approving spend within organisational processes.
- To develop and embed an effective project management approach to key projects, working with direct reports to ensure implementation.
- Responsible for leading a robust approach to risk assessment, including sign-off for key events and activities involving young people, adults and staff.
- Promotion of membership of Children in Wales and oversight of relevant data collection. Working with direct report to analyse membership data and ensure that the organisation is maximising those relationships for mutual benefit.
- Strategic oversight of safeguarding at Children in Wales, with appropriate reporting to board and SLT. The Operations Director will be directly responsible for the organisation's Safeguarding Lead and will set their working direction, ensuring that the organisation is compliant with all relevant legislation and policies.

Leadership Contribution:

- To participate fully in developing and monitoring Children in Wales strategic and business

plans, by agreeing an annual work programme with the Chief Executive and participating in supervision/staff meetings.

- Actively participate in the Senior Leadership Team, working alongside colleagues to implement change and organisational development
- Assist the Senior Leadership Team in the development of funding proposals and contracts.
- To contribute to the overall effectiveness and culture of the organisation.
- Commitment to organisational values and continuous development
- Contribute to board reporting, both in writing, regularly, and in-person on an ad hoc basis, drawing on management data to inform high-quality reporting.

This list is not exhaustive as there may be other duties and responsibilities, which Children in Wales may require the post-holder to perform from time to time in contributing to the delivery of its activities

Person Specification

About the postholder

We're looking for an experienced professional from the public or third sector to take on this important role and join our Senior Leadership Team. As Operations Director you will bring expertise in leading successful teams and enabling them to demonstrate their impact. Values-driven, energetic and focussed on delivering the best outcomes for children, you will understand the critical importance of safeguarding and, ideally, have an understanding of the context in which CiW is operating. With an eye for entrepreneurial opportunity and the skills to develop and maintain relationships with both funders and colleagues, you will be key to enabling CiW to meet its strategic ambitions.

Key Requirements	Essential	Desirable
Knowledge		
You will have the necessary passion, drive and a solid commitment to promoting children's rights and improving outcomes for all children as the foundation of your work.	X	
High level of knowledge of both child- and adult- safeguarding practice and policy	X	
A demonstrable knowledge of and commitment to the organisational values of CiW	X	
Knowledge of the third sector in Wales and relevant devolved policy matters		X
Skills		
Demonstrable project management skills, including knowledge of techniques to plan, monitor and enhance delivery for high impact.	X	
Ability to operate effectively at a strategic level, working in complex environments with partners from a variety of sectors.	X	
Highly developed communication skills	X	
Ability to communicate through the medium of Welsh		X
Qualification in project management		X
Willingness to travel in the UK and to undertake occasional weekend/evening work (e.g. attendance at residentials)	X	
Experience		
Able to demonstrate successful strategic oversight of impactful programmes and/ or services.	X	
Experience of monitoring progress/performance against KPIs and deliverables, securing high-performance and high-quality delivery.	X	
Experience of developing and managing budgets and delivery plans	X	
Experience of building, developing, and leading highly effective teams	X	
Experience of effectively representing an organisation in public fora (for example, by presenting updates at conferences)	X	
Educated to degree level in a relevant subject		X
Experience of contributing to the development and delivery of an organisational strategy, as part of a leadership team.		X
Experience of the creation and oversight of risk management processes.	X	
Experience of developing effective income generation and business development proposals		X

Background Information

Children in Wales – Plant yng Nghymru is the national representative membership organisation for individuals and organisations from all sectors who work with children, young people and families in Wales. Our membership is drawn from the public-, charitable/not-for-profit- and independent-sectors. Our work will be underpinned by a collaborative approach, which facilitates opportunities for our members, children and young people.

We will work towards our vision in collaboration with our members by:

- Campaigning for the full adoption and implementation of the United Nations Convention on the Rights of the Child at every level of Welsh society.
- Challenging inequalities and promoting equity for all children and young people across Wales.
- Bringing together and amplifying a collective voice for transformational change at a policy level within Wales.
- Promoting and supporting the participation of children and young people within decision-making structures at all levels of government within Wales
- Providing a platform for the sharing of innovative practice across Wales.
- Advocating for the children's sector(s) on priority areas.
- Providing learning and development opportunities for the cross-sector children's professional workforce.
- Undertaking and disseminating research across our membership.

Children in Wales carries out a number of activities in order to meet these aims. These include:

- Organising conferences and seminars
- Providing training supporting and developing strong networks and forums
- Producing and disseminating information
- Representing and consulting with members
- Research
- Direct work with children and young people through our Young Wales project

Children in Wales works in partnership with its sister organisations in England, Scotland and NorthernIreland and has strong links in Europe and internationally.

As a membership organisation we establish networks within Wales in order to represent the views of the constituency, establish common concerns and encourage multi-disciplinary activity. Memberscan be either corporate or individual and come from a wide variety of interests such as health, education, voluntary organisations, social services or self-help groups.

Our work is funded by grants from the Welsh Government, other grant givers and throughself-generated income.

A Board of Trustees governs the work of the organisation

http://www.childreninwales.org.uk/