



## **WRKWLL Operations Manager Role Description**

### **Who is WRKWLL**

WRKWLL is a diversely talented team united by a desire to drive positive social change. We use our skills to support and challenge individuals and organisations to be the best they can be, enabling a brighter and more equitable future for all.

Since 2021, WRKWLL has been growing steadily, undertaking work with a range of organisations. During this time, we have been working to ensure that we have a highly skilled team of associates to deliver our projects.

We recognise that diversity is our strength, and that our team works better when we bring a rich mixture of perspectives and life experiences. To maximise our impact, we constantly strive to be more inclusive, accessible and flexible in how we recruit, work and deliver success to our clients.

### **What we do**

WRKWLL offers a range of [organisational development](#) services, as well as support for [teams](#) and [individual](#) professional growth. Examples include:

- Leadership development programme design and delivery
- Team building
- Strategy development
- 1-2-1 coaching and mentoring
- Wellbeing support for leaders

We are not traditional consultants, we are collaborators who make time to think, reflect and learn together - working well together to build systems for social good.

### **What we are looking for**

WRKWLL is seeking our first ever Operations Manager, helping us to even more efficiently manage our projects and our processes. This is a freelance role, with flexible hours. We are initially recruiting for this role for a pilot 9-12-month period, to be renewed if there is enough value added.

### **Key Responsibilities**

1. Project management of our larger programmes, ensuring that we deliver on time and to budget



2. Research new tender opportunities through, for example, registration on procurement sites
3. Help build our profile through, for example, sourcing and applying for relevant sector awards
4. Support the development of large tenders
5. Manage our events, these include bi-annual networking evening, quarterly team learning events and an annual retreat
6. Coordinate feedback gathering from our clients
7. Manage client contracting process
8. Manage our online filing system
9. Coordinate the recruitment process for new associates
10. Ensure that our organisational policies meet legal standards
11. Identify inefficiencies and implement process enhancements for improved productivity

## **About You**

### Technical expertise

- Proven experience in operations, logistics and process management.
- Strong problem-solving skills.
- Proficiency in project management and operational software

### How you work:

- You will be a clear communicator
- You will be comfortable working independently
- You will be reliable with excellent attention to detail

### Bringing our values to life:

- You are a strong collaborator, open to learning from every interaction, and focused on developing strong relationships built on trust
- You are committed to striving towards a more equitable world, understanding of how your own power and privilege can manifest in our work and able to flex



your approach to meet a broad variety of learning needs and lived experiences.

- You bring curiosity and creativity to your work
- You bring a solutions focused mindset, able to work independently on complex challenges to drive excellent client impact.
- You look at positivity, joy and encouragement as a way to strengthen relationships, even in difficult situations.

#### General:

- You are legally able to work with us on a contract basis and with no existing conflicts of interest.
- You are willing to comply with all relevant UK and international laws pertaining to the project and open to periodic training on such rules (e.g., GDPR, etc.)

#### **How we recruit**

We strongly encourage applicants from the broadest variety of backgrounds to apply.

We recognise that expertise comes in many forms. Some of our team members have had experiences like a university education (to take one example) but we welcome people with skills and knowledge gained in a range of different ways, including lived experience.

We are committed to making our recruitment process equitable, inclusive and accessible, and doing everything possible to minimise bias during the selection process. We welcome people to get in touch to tell us about their particular needs, which we will do our best to meet, and will not impact on recruitment decision making.

#### **How we pay**

As an impact-focused collective, we aim to be equitable, transparent, and fair in all aspects of our work, including associate compensation.

This role will be compensated at up to £350 per day, dependent on experience, and we envisage we will need an average of 1-day per week (spread through the week), with the potential to flex this at particularly busy periods.



We also offer a 5% incentive for team members who bring new work to us.

We recognise the emotional labour of our work and pay for 4 counselling sessions per year.

Learning and growth are important to us and as such we also provide quarterly learning opportunities, an optional 360 feedback opportunity, mentoring support as required and access to our experienced and supportive associate team.

### **How to apply**

Want to join our team?

Send over a CV and a covering letter explaining::

1. How your background meets the specifications in the role description
2. How our core values resonate with yours. WRKWLL's [values](#): collaborative | equitable | explorative | impactful | joyful.

Please limit responses to no more than two 2 sides of A4.

If it's more accessible for you, you can submit your application in an audio or video format. If that's better for you, please remember:

- To answer the 2 questions listed above (approx. 2 minute audio recording).
- Your responses will be assessed in the same way as written applications

**Please submit your application and interest to [info@wrkwll.org](mailto:info@wrkwll.org).**

### **Application Process Timeframes:**

- Application deadline, 17.00 on 9th May
- Shortlisting by 12th May
- Interviews week of 19th May

If you need another, more specific, reasonable adjustment, please let us know via email at: [info@wrkwll.org](mailto:info@wrkwll.org).

### **Questions**

If you have any queries about WRKWLL, the way we work, the application process and/or you'd like more information on who we are looking to join us, please contact [info@wrkwll.org](mailto:info@wrkwll.org). Additional information shared with any individual enquiring candidate will be shared with other candidates to ensure parity.



Meet our existing team [here](#).