



Job Description

Job title: Head of Operations	Salary: £45,000 - £48,000 FTE
Hours: Full time	Location: Minimum of three days in the office (Monday, Tuesday, and Thursday), in London, N5
Reports to: Director of Services	Holiday: 25 days annual leave pro rata plus bank holidays and additional days over Christmas

Charity overview:

Spread a Smile brings joy and laughter to seriously ill children in NHS hospitals and hospices across England and Wales, with ambition to be UK wide. We offer a range of bespoke services from in-person hospital visits and virtual visits to art and a busy family events programme. Spread a Smile has a wonderful team of entertainers – from magicians to musicians, artists, fairies and therapy dogs – who enhance wellbeing and help young patients and their families cope with the pain and anxiety of serious illness and hospitalisation.

Job purpose:

The Head of Operations is a leadership role responsible for ensuring the smooth, safe and effective delivery of Spread a Smile's services across both in-person hospital visits and virtual activity. The postholder provides operational leadership while remaining highly hands-on, with direct oversight of systems, scheduling, compliance and day-to-day team management to ensure services are delivered to a consistently high standard.

Working closely with Visit Managers, entertainers and colleagues across HR, finance and fundraising, the role coordinates activity, manages staff, data and reporting, and ensures robust safeguarding and policy compliance. Through this blend of strategic oversight and practical delivery, the Head of Operations plays a vital role in enabling Spread a Smile to provide joyful, high-quality experiences for seriously ill children and their families.

Key Responsibilities:

1. Leadership & Team Development

- Provide line management support for 4–5 members of the Services Team, offering regular supervision and professional development.
- Organise and lead team meetings, planning sessions, and training to ensure clarity, collaboration, and continuous improvement.
- Support recruitment, onboarding, and performance management processes, helping to build and motivate a skilled and motivated team.

2. Operational Management & Compliance

- Day-to-day management and continuously improve internal systems and processes, including Monday.com (services database), documentation, workflows, and reporting tools.
- Maintain oversight of all operational policies and procedures, ensuring they remain up to date and compliant with safeguarding, data protection and regulatory requirements.

- Champion robust governance practices, including data retention, archiving, and anonymisation.
- Manage invoicing systems and approvals, identifying and implementing improvements to enhance accuracy and efficiency.

3. Service Delivery & Scheduling

- Oversee the scheduling and coordination of all in person hospital visits and virtual sessions, ensuring services meet demand and run smoothly.
- Ensure consistent implementation of quality assurance standards across all service delivery.
- Maintain strong communication with hospital partners, ensuring requests are captured, expectations are managed, and information is shared clearly and promptly.
- Liaise with NHS hospital partners and staff regarding patient participation, logistics and visit planning.

4. Entertainer & Freelancer Coordination

- Oversee onboarding and compliance for 100+ freelance entertainers and Visit Managers, including agreements, document checks, and safeguarding requirements.
- Manage ongoing communication with entertainers through the online Entertainer Hub, WhatsApp, and email, ensuring they receive timely updates, resources, and support.
- Lead entertainer recruitment, interviews, auditions, feedback, and reference checks.
- Provide ongoing support and development opportunities to maintain a high quality, engaged freelance workforce.

5. Safeguarding

- Act as one of Spread a Smile's Designated Safeguarding Officers, responding to concerns, supporting staff and ensuring accurate, confidential record-keeping.
- Lead on safeguarding data anonymisation, reporting, and tracking actions to ensure compliance and continuous improvement.

6. Data, Impact & Reporting

- Oversee all data collection across services, ensuring timely, accurate, and consistent entry into the central database.
- Produce regular KPI, performance, and impact reports for CEO, Trustees, and senior leadership.
- Provide tailored data sets, case studies, and insights to support fundraising, communications, and strategic planning.
- Ensure systems are used effectively to monitor engagement, outcomes, and organisational growth.

Person Specification:

The role will require the post holder to have the following experience, skills and abilities:

- Strong operational experience, including managing and developing systems, processes and workflows, with a focus on continuous improvement.
- Experience managing and developing databases or digital workflow tools (e.g. CRM systems, project management platforms such as Monday.com).
- Demonstrated ability to coordinate complex scheduling, logistics and service delivery in a fast-moving environment.
- Experience overseeing data collection, ensuring data quality, and managing central information systems.

- Proven experience of recruiting, managing and developing a high performing team.
- Knowledge of safeguarding practices and responsibilities, with experience acting as or working alongside Designated Safeguarding Leads/Officers. (Desirable)
- Experience working within a charity, hospital/clinical environment, health setting, youth services or another organisation supporting children or vulnerable people. (Desirable)

Skills & Abilities

- Highly organised, able to manage multiple priorities in a fast-paced working environment, whilst maintaining excellent attention to detail.
- Excellent communication skills, with the ability to build and maintain strong professional relationships with internal colleagues and external partners such as hospitals, charities, or service providers.
- Able to problem-solve, make informed decisions and respond calmly to changing circumstances.

Values & Commitment

A strong commitment to providing a high quality, safe service to improve the mental health and wellbeing of children, and to Spread a Smile's vision, mission and organisational values (Values are: Bringing a Positive Energy; Being Adaptable; Going Above and Beyond; Behaving Professionally and Showing Ambition).

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.

Pay and benefits:

- £45,000 - £48,000 FTE salary.
- 25 days holiday pro rata, plus bank holidays and additional days off over Christmas.
- Core office hours are 9am–5pm or 9.30am–5.30pm.
- Health Shield Cash Plan which allows employees to claim money back on routine health costs and provides access to a helpline and access to counselling services.
- Dog friendly office building.
- We are committed to creating an inclusive and supportive environment where every team member can thrive and contribute to our mission.

How to apply

The closing date for applications (CV + tailored Covering Letter) is Tuesday 3rd February at 11:59pm. Please fill in our [online application form](#).

We welcome applications from all suitably qualified candidates regardless of age, sex or gender, disability, race, religion or belief, sexual orientation, marital status, or pregnancy and maternity. If you have a disability and require reasonable adjustments at any stage of the recruitment process, please contact Laura Walter, Director of Services, at laura@spreadasmile.org

Safeguarding

We are committed to safeguarding and protecting the children and families we work with, creating a setting in which everyone feels welcome and safe. Our safer recruitment process and organisational safeguarding system is underpinned by a range of policies and procedures which encourage and promote safe working practice across the organisation. Any offer of employment

made will be subject to a satisfactory Enhanced Disclosure and Barring Service (DBS) and Regulated Activity check.

Spread a Smile, Registered Charity No.1152205