Operational Director (Fife) – Job Description

This Job Description is intended to give prospective applicants an overview of the post, the task and the context within which the job is being offered. It does not purport to be an exhaustive statement of Terms and Conditions of Employment with Fife Gingerbread. Applicants will be given an adequate opportunity to discuss issues of that nature at initial interview. All staff will be expected to comply with Fife Gingerbread policies & procedures which are available on BreatheHR and form an important part of induction.

Job Title, Salary & Funding

Job Title: Operational Director (Fife)
Hours: 36 hours per week
Salary: £50,000

Fife Gingerbread is committed to being the best employer possible for our people, and this can be illustrated through accreditations such as Flexibility Works, Real Living Wage, Real Living Hours and Lone Parent Positive Workplaces.

Fife Gingerbread is a great place to work with a dedicated staff team where our values shine on a daily basis. We are committed to flexible working practices to be a family friendly organisation that offers good work/life balance to all, which includes agreeing work patterns and hybrid working with successful candidates. It is important to note that visibility will be an essential requirement of this role to be present within the internal staffing team, and also within local strategic networking opportunities. We have worked hard to ensure we have a competitive benefits package including an enhanced pension, an employee assistance programme, endless tea & coffee in the office and the chance to make a real difference.



About Fife Gingerbread

Fife Gingerbread has been supporting lone parents and families in Fife since 1987, when the organisation was established as a peer support group for single mums facing stigma and exclusion. Since then, we have grown into one of Fife's leading family support organisations, engaging with more than 800 families every year through whole family support services spanning employability, volunteering, early years, whole family support, arts and family learning.

Today, we are at an exciting point in our journey. We are ambitious about our future and committed to growing our impact for families across Fife. Alongside delivering high-quality whole family support, we are strengthening our role as a catalyst for change, influencing the systems, services and policies that shape family lives.

Our vision is to create better todays and brighter tomorrows. Every day, our staff and volunteers work alongside families experiencing poverty, trauma and inequality, helping them navigate challenges while building on their strengths, aspirations and potential. We know our support changes lives, but we also know that services alone cannot solve poverty.

That is why, in 2024, we co-produced our Stargazing Strategy, setting out a bold commitment to systems change. We want to understand and challenge the structural barriers that keep families trapped in poverty and work collaboratively with partners to drive change locally and nationally.

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What makes Fife Gingerbread special is the combination of our people, our purpose and our ambition. We are a dedicated, values-led team, committed to supporting families and to making our organisation a great place to work, with flexibility and family life valued alongside the difference we make. As we grow our reach and impact, we offer the chance to bring fresh ideas, help shape what comes next and be part of a charity that is ambitious both for families and for the changes we can achieve together.

This is an exciting time to join Fife Gingerbread. As we continue to develop, grow and innovate, we are looking for leaders who share our ambition, bring fresh thinking and want to play a meaningful role in shaping the future of both our organisation and the wider systems that affect families. For the right person, this role offers a unique opportunity to influence strategy, develop as a senior leader and make a lasting difference for families across Fife.

The Job

The Operational Director (Fife) will help turn our ambitions into practical results, bringing clear priorities and a coordinated approach to day-to-day operations. We are seeking a values-driven leader who can balance sustaining and growing our impact with building the organisational resilience needed to deliver our strategy.

Working closely with the CEO, Board and senior leadership team, the post-holder will lead key areas of the organisation, including corporate services, governance and whole family support. This is a broad and influential role, offering the opportunity to lead organisational change, drive innovation, develop people and shape how services are delivered to families across Fife.

The primary focus of this role is to lead Fife Gingerbread's core operations, ensuring existing services and organisational functions run effectively. Responsibility for business development and new projects sits elsewhere within the organisation. The post-holder will work closely with those leading this activity, ensuring that data, operational knowledge and learning from core services (including families' experiences) inform the design and development of new services.

The role offers significant exposure to strategic decision-making and organisational leadership, making it an excellent opportunity for someone looking to further develop their executive leadership experience. The post-holder will work alongside the CEO to translate strategy into action, developing clear operational plans, priorities and measures of success. They will be accountable to the CEO and Board and will deputise for the CEO when required, exercising delegated authority and helping to ensure organisational continuity and success.

The Task

The tasks below outline the main responsibilities of the post. This new role offers an exciting opportunity for the post-holder to help shape its development, bringing their ideas, experience and fresh thinking to how we work and support families. As this is a new role at Fife Gingerbread, its scope is expected to evolve in response to organisational needs, changes in the external landscape and the strengths of the post-holder. The post-holder may also be asked to undertake other reasonable duties and responsibilities.

- ✓ **Operational excellence and service delivery:** Work collaboratively with the Service Delivery Managers to ensure effective project planning, consistent delivery standards, resource coordination, continuous improvement and sustainable growth of whole family support across Fife.

- ✓ **Income generation and funding relationships:** Develop a pro-active income-generation strategy to support, sustain and grow whole family support in Fife. This will include coordinating applications, grant management and reporting. Ensuring funding commitments are accurately costed, deliverable and aligned with organisational priorities.

- ✓ **Partnerships and local presence:** Maintain and strengthen Fife Gingerbread's local presence and influence through productive relationships with public bodies, funders, voluntary-sector partners, community organisations and other stakeholders, representing the organisation in relevant strategic forums. This will include active participation and leadership in our Parents Forum to ensure lived experience is at the heart of service design, decision making and strategic planning.

- ✓ **Performance and assurance:** Establish and oversee an organisation-wide performance framework covering outcomes, contractual and funder requirements, budgets, operational capacity and partnership commitments. Identify emerging pressures or underperformance and ensure corrective action is agreed, implemented and reported.

- ✓ **Core corporate functions:** Provide strategic oversight of business services, governance, office management, compliance, fundraising, external communications and finance, ensuring that each function is effective, coordinated and aligned with organisational priorities. Working with the Finance Manager and CEO to lead budgeting, forecasting, management reporting, cash-flow oversight and financial controls. Ensure project budgets are viable, resources are allocated effectively and medium- and long-term financial risks are understood and planned for.

- ✓ **External communications:** Oversee external communications so organisational messages are accurate, consistent and aligned with Fife Gingerbread's values and priorities, and support the CEO with stakeholder communications and responses to significant or sensitive issues.

- ✓ **Policies and procedures:** Lead the development, review, implementation and consistent application of organisational policies, procedures and standards, with clear ownership, planned review cycles and assurance of compliance with legal, regulatory, contractual and funder requirements. This will include risk management, business continuity and compliance.

- ✓ **Safeguarding and information governance:** Provide senior operational oversight of safeguarding systems, data protection, health and safety and other key compliance areas, working with designated leads to ensure responsibilities are understood and actions completed.

- ✓ **Workforce leadership:** Provide direct line management support and coordinate workload management and workforce planning to ensure staffing capacity aligns with operational priorities. Leading to fulfil our promise to be the best employer possible for our people.

- ✓ **Policy awareness and organisational responsiveness:** Maintain a clear understanding of the changing local and national policy landscape and its implications for Fife Gingerbread and the families we support. Translate policy developments into practical action, adapting and aligning organisational priorities, services and ways of working to respond to change and drive continuous improvement.

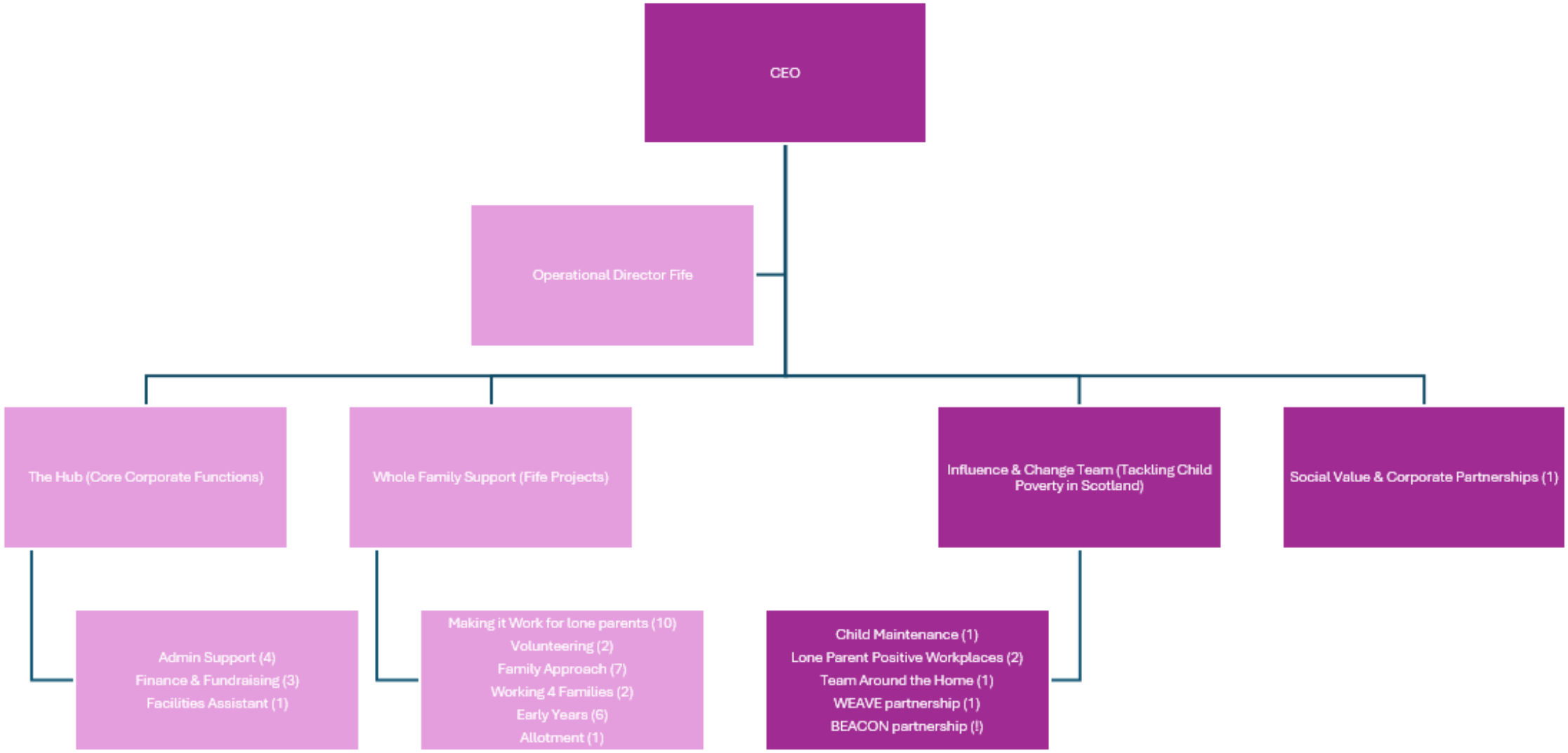
- ✓ **Organisational improvement and change:** Lead cross-organisational planning and improvement so systems, structures, staffing and resources remain fit for purpose and sponsor significant operational change with effective communication and staff involvement.

- ✓ **Company Secretary and governance:** Act as Company Secretary, coordinating Board and committee business, maintaining statutory records, completing required filings, monitoring governance actions and advising the CEO and trustees on relevant governance responsibilities.

Qualifications & Experience

	Essential	Desirable
Educated to SCQF Level 9 and/or significant leadership experience	X	
Demonstratable project and performance management skills	X	
Experience of line management and leading high performing teams and performance	X	
Experience of partnership working and collaborative practice	X	
Can demonstrate a clear understanding of relevant policy areas including whole family support and child poverty	X	
An understanding of charitable governance.		X
Experience with budgets, financial management, grants/trusts management and funding applications.	X	
Experience of navigating complex systems, advocacy and empowering families	X	
The ability to communicate well with different audiences, including delivery of high quality and engaging training sessions	X	

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High level illustration of organisation for the purposes of supporting candidates.