

Interim Director of Commercial Operations - Maternity Cover

Salary (FTE):	£55,000 - £58,000 (& Benefits)
Contract Type:	12 Fixed Term Month Maternity Cover
Hours of work:	37.5 hours per week, mainly working Monday - Friday (Some evening work is expected)
Responsible to:	Chief Executive Officer (CEO)
Responsible for:	Head of Social Enterprise Head of Operations - Patterdale Marketing & Communications Manager Business Data & Systems Officer Executive Assistant (joint management)
Location:	YMCA North Tyneside, Church Way, North Shields, NE29 0AB (This role will require travel to Patterdale)

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

Job Purpose:

To provide senior leadership and operational oversight across YMCA North Tyneside's commercial portfolio during a period of maternity cover, ensuring the organisation's income-generating activities deliver against agreed financial, operational, customer and performance objectives.

The postholder will have overall management responsibility for the Social Enterprise portfolio, Patterdale Hall Estate Ltd (PHEL), and Marketing & Communication, working through established Heads of Service and managers to deliver agreed organisational priorities.

The postholder will provide clear direction, constructive challenge, coaching and support to senior managers, ensuring that performance is effectively managed and that teams operate in accordance with YMCA North Tyneside's values and policies.

The role will also provide senior oversight of agreed commercial and development projects, ensuring that these are appropriately planned, governed, financially controlled and delivered.



The postholder will work closely with the Chief Executive Officer, Executive Leadership Team, and other leaders to ensure commercial activity supports the wider strategic and charitable objectives of YMCA North Tyneside.

The role is specifically designed to provide operational and commercial leadership during maternity leave and does not replicate the full executive remit of the substantive Director of Community & Social Enterprise.

Main Duties & Responsibilities:

1. Operational & Commercial Leadership

- Provide senior oversight and accountability across the commercial portfolio, including the Social Enterprise businesses (Café, Nursery, Gym) and Patterdale Hall Estate Ltd (PHEL)
- Lead, line-manage, and empower established Heads of Service (Head of Social Enterprise, Head of Operations – Patterdale, Marketing & Communications Manager, and Business Data & Systems Officer), fostering a high-performance, supportive, and values-driven culture
- Rapidly evaluate commercial performance across all business units, identifying operational risks, margin pressures, or underperformance early
- Hold senior managers accountable for delivery through structured performance reviews, constructively challenging assumptions while providing coaching to help resolve operational bottlenecks
- Maintain momentum across day-to-day business-as-usual (BAU) operations during an ongoing period of organisational change, ensuring high standards of customer experience and operational quality
- Ensure strong performance is routinely recognised, celebrated, and embedded across the enterprise teams

2. Financial Performance & Budgetary Control

- Oversee the delivery of agreed annual budgets, mid-year forecasts, trading margins, and income/surplus targets across all enterprise and hospitality operational units
- Interrogate financial updates and monthly management accounts alongside operational leaders, routinely addressing: *What is happening? Why is it happening? What are we going to do about it? And when will we know it has worked?*
- Work with the CEO and Finance team to ensure appropriate financial controls, risk mitigation, and commercial discipline are maintained across all income-generating operations

3. Project Oversight & Commercial Sponsorship

- Act as Project Sponsor for the development, setup, and launch of the new Reformer Pilates Studio, overseeing commercial viability, budget management, timelines, operational readiness, and post-launch performance



- Coordinate internal teams, external suppliers, and cross-functional stakeholders to ensure key project milestones and dependencies are tracked and delivered on time
- Provide senior oversight for approved commercial and infrastructure development opportunities at the Patterdale Hall Estate (such as accommodation development, estate infrastructure, and sustainability/energy initiatives), ensuring alignment with Board-approved governance frameworks
- Maintain a structured project management approach for all active pipeline initiatives: managing project risk registers, tracking budget variances, and escalating critical matters to the CEO when required

4. Business Data, Systems & Marketing Integration

- Direct the portfolio-specific Business Data & Systems Officer to optimise operational reporting, build live performance dashboards for income-generating areas, and leverage operational data to inform decision-making (distinct from general IT infrastructure)
- Oversee customer feedback loops, including customer satisfaction surveys and Net Promoter Score (NPS) tracking, ensuring insights lead to continuous operational improvements
- Direct the Marketing & Communications Manager to design and execute ROI-driven marketing campaigns that boost footfall, member acquisition, nursery enrolment, venue occupancy, and overall commercial revenue

General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This role will involve liaison with senior management, CEO and the board of trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

Safer Recruitment & Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff to share this commitment.

We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.



Equal Opportunities

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all



Person Specification			
No.	Essential	Desirable	Assessed by
Education/Qualifications			
Degree-level qualification or equivalent demonstrably relevant senior leadership experience	x		Application Certificates/qu alifications
Professional management, project management, or commercial/business qualification		x	Application Certificates/qu alifications
Experience			
Significant experience in a senior operational or commercial leadership role managing multi-site or multi-unit operations (e.g. social enterprise, leisure, nursery, hospitality)	x		Application, Interview
Proven track record of line-managing experienced managers or Heads of Service, providing clear direction, constructive challenge, and coaching	x		Application, Interview, References
Demonstrable experience in managing operational budgets, setting mid-year forecasts, analysing commercial P&Ls, and driving financial sustainability	x		Application, Interview
Experience acting as a Senior Lead or Project Sponsor for commercial development projects (e.g., facility launches, service expansions, capital projects)	x		Application, Interview
Experience operating within the charity, voluntary, or social enterprise sector where commercial goals align with a charitable mission		x	Application, Interview
Experience utilising operational data, live dashboards, and customer feedback (NPS) to drive business decisions		x	Application, Interview
Skills & Abilities			
Strong commercial acumen with the ability to quickly grasp operational dynamics, spot	x		Application, Interview



underperformance, and implement corrective action plans			
Excellent project oversight skills, including budget tracking, risk mitigation, milestone monitoring, and stakeholder management	x		Application, Interview
Ability to hold senior leaders to account constructively using data and KPIs, while maintaining positive, respectful working relationships	x		Application, Interview
Strategic alignment skills to connect commercial activity, marketing ROI, and operational performance with organisational goals	x		Application, Interview
Personal Skills & Abilities			
Confident, fair, and supportive leadership style aligned with YMCA North Tyneside's values, culture, and ethos	x		Interview, References
Strong communication, interpersonal, and challenge skills; comfortable questioning assumptions without micromanaging	x		Interview
High degree of resilience, adaptability, and emotional intelligence to lead teams effectively through a period of temporary maternity cover	x		Interview
Flexibility to undertake evening commitments and travel to Patterdale as required by the role	x		Application, Interview

