

HCCN OPERATIONS MANAGER

Location: Home-based, with meetings and activities across Huntingdonshire

Hours: Part-time – 25 hours per week, normally worked flexibly

Salary: £40,000–£45,000 FTE, depending on experience (approx. £25,000–£28,000 pro rata at 25 hours per week)

Reports to: HCCN Chair / Board of Trustees

Line management: Operations team (3 staff), activity leaders and volunteers

Working pattern: Flexible and primarily home-based. Some evening work will be required for meetings and activities.

Trustee meetings: In person every six weeks

Annual leave and pension arrangements to be confirmed in the final employment offer.

About HCCN

Hunts Community Cancer Network supports adults in Huntingdonshire who are living with or beyond a cancer diagnosis.

Working alongside the NHS-funded Hunts Community Cancer Nursing Team, HCCN provides free, evidence-based support that complements clinical cancer care and addresses the physical, emotional, social and practical needs that can remain after or alongside treatment.

Through its **Move, Mood and Food** programmes, HCCN helps people build strength, confidence, connection and wellbeing, enabling them to live well with and beyond cancer.

HCCN is a local, community-based organisation. Its strength lies in knowing its community, working closely with NHS partners and responding to the individual needs of people affected by cancer.

HCCN currently supports more than 750 people and aims to extend its reach across Huntingdonshire while maintaining the quality, personal approach and community connection that distinguish its work.

Purpose of the role

The Operations Manager will ensure that HCCN has the **people, systems, processes and resources needed to deliver its distinctive community cancer support effectively, safely and sustainably.**

Working closely with the Chair and Board of Trustees, the postholder will translate HCCN's strategy into clear operational priorities and ensure that the organisation is well organised, financially responsible, compliant and capable of delivering a high-quality experience for people affected by cancer.

The role is particularly important in enabling HCCN to work effectively alongside the NHS Community Cancer Nursing Team and to provide the non-clinical support that helps people live well with and beyond cancer.

This is a **senior but hands-on operational role**. It requires someone who can exercise sound judgement, establish effective systems and provide practical solutions, while recognising that HCCN is a relatively small charity with limited resources.

The postholder will focus on **making the organisation work well**, rather than personally delivering HCCN's specialist wellbeing activities.

Key responsibilities

1. Operational planning and organisational effectiveness

- Translate HCCN's strategic objectives into a clear, manageable annual operational plan, with agreed priorities, responsibilities and timescales.
- Maintain an overview of organisational priorities and ensure that operational activity remains focused on agreed outcomes.
- Identify practical improvements to systems, processes and ways of working that increase efficiency, resilience and capacity.
- Lead agreed operational improvement projects and ensure that changes are implemented effectively.
- Provide practical advice to the Chair and Board on operational, organisational and resource matters, highlighting risks and making recommendations.
- Ensure that HCCN's operating arrangements remain proportionate to its size and resources.

2. Service coordination, quality and impact

- Ensure that HCCN's activities and support are organised around the needs of people living with or beyond cancer.
- Ensure activity leaders and volunteers have the information, systems and practical support required to deliver activities effectively.
- Support a consistent and welcoming experience for people accessing HCCN, from initial contact through to participation in appropriate activities and support.
- Work with relevant colleagues and partners to identify gaps, barriers or opportunities to improve access to HCCN's services.
- Monitor participation, feedback and service impact using proportionate measures.
- Ensure that learning from feedback, concerns and experience is captured and used to improve services.
- Support HCCN to demonstrate the difference its work makes to people's physical, emotional and social wellbeing.

3. NHS and community partnerships

- Maintain effective operational relationships with the NHS-funded Hunts Community Cancer Nursing Team and other relevant health, voluntary-sector and community partners.
- Ensure that communication and referral arrangements between HCCN and relevant partners are clear and effective.
- Understand the respective roles of HCCN and statutory services and ensure that HCCN's contribution complements rather than duplicates clinical provision.
- Represent HCCN appropriately at relevant partnership meetings and local networks.
- Keep the Chair and Board informed of developments in the local cancer-care environment that may affect HCCN's services or operating model.

4. Governance, risk and compliance

- Coordinate core governance processes, including Board meetings, AGM, annual planning and statutory and grant reporting.
- Ensure key policies, procedures and controls are in place, proportionate to HCCN's size and reviewed appropriately.
- Maintain the organisational risk register with the Finance Trustee and ensure significant risks have clear mitigation and escalation routes.

- Support compliance with relevant charity, employment, safeguarding, data protection, health and safety and other regulatory requirements.
- Ensure appropriate records and documentation are maintained.
- Escalate significant risks, concerns or decisions requiring trustee consideration.

5. Finance and resource management

- Work with the Finance Trustee and bookkeeper to oversee effective day-to-day financial management.
- Develop and monitor the annual operational budget within the strategy and resources agreed by the Board.
- Monitor expenditure and resource allocation, identifying material variances, risks and opportunities.
- Ensure proportionate financial controls, purchasing processes and delegated authorities are followed.
- Oversee relevant grant agreements and ensure monitoring and reporting requirements are met.
- Support the Board to understand the financial implications of operational decisions.
- Promote value for money and sustainable use of HCCN's resources.

6. People, volunteers and culture

- Provide clear direction and supportive management to staff within the Operations function (including direct line management of the Programme Manager, Fundraising Manager and Administrator).
- Work with trustees and colleagues to maintain a positive, inclusive, compassionate and accountable organisational culture.
- Ensure appropriate HR policies, supervision and performance processes are in place.
- Develop a proportionate approach to volunteer recruitment, induction, support, training and accountability.
- Ensure activity leaders and volunteers understand their roles and have appropriate support to deliver them.
- Ensure concerns, ideas and learning from staff and volunteers are captured and appropriately addressed or reported.

7. Operational infrastructure

- Maintain oversight of HCCN's core operational infrastructure, including premises, systems, technology, suppliers and service providers.

- Oversee key supplier and service contracts, ensuring responsibilities, costs and performance are clear.
- Ensure appropriate arrangements are in place for data, records, communications and information management.
- Identify operational risks and take appropriate action within delegated authority.
- Ensure the practical arrangements supporting HCCN's activities are efficient, safe and fit for purpose.

8. Stakeholders and external representation

- Build constructive relationships with trustees, staff, volunteers, activity leaders and key external partners.
 - Represent HCCN professionally and positively with relevant health, voluntary-sector and community stakeholders.
 - Work with HCCN's Communications Specialist to promote HCCN's role and contribution clearly, particularly its distinctive position alongside NHS cancer services.
 - Support the Chair and Board with information and operational insight relevant to external relationships and organisational development.
-

Role boundaries and priorities

The primary priorities are:

1. **Effective and person-centred service coordination**
2. **Operational planning and organisational performance**
3. **Governance, risk and compliance**
4. **Financial and resource oversight**
5. **People, volunteers and organisational culture**
6. **Efficient operational infrastructure**
7. **Effective partnership working with the NHS and local community**

The postholder will work within the authority delegated by the Board and will escalate matters requiring trustee approval or strategic decision-making.

To keep the role achievable within **25 hours per week**, the postholder will establish effective systems, coordinate and delegate appropriately, and work with trustees, staff, volunteers, activity leaders and specialist support where available.

The role does **not** have responsibility for clinical decision-making or the delivery of specialist clinical cancer care.

Person specification

Essential experience and knowledge

- Significant experience in an operations, organisational management or equivalent role, ideally within a small or growing organisation.
- Experience translating organisational objectives into practical plans, priorities and systems.
- Experience overseeing budgets, financial processes and organisational resources.
- Experience improving systems, processes and organisational effectiveness.
- Experience working with a Board, trustees or equivalent senior governance group.
- Experience managing or coordinating people and/or volunteers.
- Good understanding of governance, risk and compliance and the ability to apply proportionate controls.
- Experience using information, feedback or performance data to identify improvements.
- Excellent judgement, with the ability to identify risks, make recommendations and take appropriate action.
- Strong communication, influencing and relationship-building skills.
- Highly organised, able to manage competing priorities and work independently.
- Ability to operate strategically while remaining willing to take a practical, hands-on approach.
- Commitment to HCCN's mission, values and inclusive practice.

Desirable experience and knowledge

- Experience within the charity or voluntary sector.
- Experience working with a Chair, Treasurer/Finance Trustee and Board.
- Knowledge of Charity Commission requirements and UK charity governance.
- Experience of organisational development, growth or change.
- Experience developing or managing volunteers.

- Experience of partnership working between statutory and voluntary-sector organisations.
- Experience in a health, wellbeing, cancer or NHS-related environment.
- Understanding of the needs of people living with or beyond cancer.
- Relevant professional qualification or equivalent experience.

Personal qualities

- Calm, practical and solution-focused.
 - Compassionate and committed to putting people at the centre of services.
 - Collaborative and able to build trust with trustees, staff, volunteers and partners.
 - Comfortable working in a small organisation where priorities can change.
 - Able to balance strategic thinking with practical delivery.
 - Confident enough to challenge constructively and escalate concerns when necessary.
 - Reliable, honest and able to maintain confidentiality.
 - Committed to equality, diversity and inclusion.
 - Strong alignment with HCCN's values and purpose.
-

What success will look like

Within the first 12 months, the Operations Manager will have:

- Established a clear and manageable operational plan aligned with HCCN's strategy and resources.
- Strengthened core operational systems, policies and internal controls.
- Improved the quality, timeliness and usefulness of management and Board reporting.
- Established a proportionate performance management covering measures of service activity, experience and impact.
- Improved coordination and communication between HCCN, activity leaders, volunteers and relevant NHS/community partners.
- Strengthened the experience of people accessing HCCN's support.
- Strengthened risk management, governance and compliance processes.
- Improved clarity around roles, responsibilities, decision-making and accountability.
- Supported the Board with clear, evidence-based operational and financial advice.

- Identified practical improvements that increase HCCN's efficiency, capacity and resilience.
- Helped HCCN grow its reach while protecting the personal, compassionate and community-based qualities that make its service distinctive.

How to apply

Please send your CV and a covering letter outlining your relevant experience, leadership approach and interest in HCCN.

HCCN is committed to equality, diversity and inclusion and welcomes applications from candidates from all backgrounds.