

Head of Operations Job Description

North & West Gloucestershire Citizens Advice is seeking an enthusiastic and motivated individual to join our strategic leadership team and help shape the future of our services and communities.

This is an exciting opportunity to join a well-established and respected charity with a strong reputation for delivering high-quality advice and support services. We are proud to be an organisation that values collaboration, innovation, and professional development, making it a great place to work and grow your career.

As part of our leadership team, you will work closely with colleagues and partner agencies to strengthen services, drive continuous improvement, and achieve the best possible outcomes for the people and communities we support.

You will play a key role in shaping and strengthening operational delivery across the organisation, ensuring high-quality services while supporting innovation, growth, and long-term sustainability.



The role

FTE Salary:	£44,163
Hours:	1.0 FTE (approx. 37 hours per week)
Location:	Flexible within North & West Gloucestershire (hybrid working available)
Reporting to:	Chief Executive Officer (CEO)
Application deadline:	14 th June 2026 (may close early if a suitable candidate is appointed)

Company Benefits	
Annual Leave:	27 days plus Bank Holidays
Pension:	Contribution of 7% based on 4% employee contribution
Employee Assistance Scheme:	Health Assured

Birthday Leave:	Take a day to celebrate your annual personal milestone. This leave does not form part of your annual leave entitlement.
Christmas Closure:	Our office will be closed between Christmas and New Year's, and these days won't count towards your holiday entitlement.
Flexible Working Policy:	Includes compressed hours, flexitime, homeworking/hybrid



Purpose of the Role

Provide unified, accountable leadership for all service delivery and operational functions across the organisation. The Head of Operations ensures high-quality, person-centred services that meet funder expectations and client needs, while building the workforce, volunteer, and system capacity for sustainable growth. The post bridges strategy and delivery translating organisational ambition into consistent, well-resourced operations.



Key Responsibilities

Operational Leadership & Performance

- Lead all advice, health, and community service delivery teams to deliver consistent, high-quality outcomes.
- Translate strategic plans into clear operational objectives, KPIs, and delivery frameworks.
- Oversee day-to-day delivery, rota management, and supervision to ensure service continuity and compliance.
- Use operational data to guide decisions on resource deployment, service improvement, and risk management.

Capacity Planning & Workforce Sustainability

- Lead organisation-wide capacity planning to balance demand, staffing, and funding.
- Develop forecasting models to anticipate workload peaks and resource needs across all service areas.
- Work with the HR Manager and Training Officer to align workforce development, training, and recruitment with these plans.
- Embed resilience through effective use of paid staff and volunteers, ensuring continuity during change or growth.

Volunteer Management & Development

- Provide strategic leadership for volunteer engagement, development, and retention across all service areas.
- Ensure volunteer roles are well-defined, consistently supported, and aligned with service priorities.
- Oversee training, supervision, and wellbeing frameworks for volunteers in partnership with the People and Office Manager, Volunteer Coordinators and Training & Development Manager.
- Champion a positive, inclusive volunteer culture that recognises contributions and pathways to progression.
- Use volunteer data and feedback to drive improvements in recruitment, retention, and role design.

Training, Learning & Development

- Support and provide strategic guidance on the training and development framework to the Training and Development Manager
- Ensure all staff and volunteers receive high-quality induction, role-specific training, and continuing development.
- Identify team skill gaps and support targeted learning interventions to strengthen operational delivery.
- Foster cross-team learning to strengthen organisational consistency and innovation.
- Promote staff and volunteer development as a key enabler for future growth and retention.

Strategic Planning & Growth Enablement

- Collaborate with the CO and Business Development and Partnerships Manager to plan for service expansion and organisational growth.
- Provide operational input into funding bids and partnership proposals to ensure deliverability and compliance.
- Lead mobilisation of newly funded services or pilot projects, ensuring smooth integration into existing operations.
- Support long-term business continuity and resilience planning, ensuring the organisation is structurally ready for growth.

Oversight of Current Funder Relationships

- Support team managers to build and maintain positive, proactive relationships with funders and commissioners, ensuring strong collaboration across all community advice and grant-funded programmes.
- Act as the primary liaison for funders on all existing projects, providing clarity, consistency, and confidence in delivery.
- Serve as the escalation point for funders regarding any concerns, risks, or issues arising within current projects, ensuring timely and effective resolution.
- Lead on communication with funders to support ongoing funding, contract extensions, and recommissioning processes.
- Ensure timely reporting, updates, and evidence-sharing to maintain trust and demonstrate impact.

Quality, Risk & Continuous Improvement

- Work with the Team Managers, and Training and Development Manager to maintain quality standards, accreditations, and compliance.
- Lead reviews of service delivery data and feedback to identify trends and implement improvements.
- Ensure safeguarding, health and safety, and data protection are consistently managed across all teams.

Other Duties

- When required deputising for CEO

Success Measures

- Consistent, high-performing services meeting all KPI and contractual standards.
- Clear, data-driven capacity planning embedded across operations.
- Strong volunteer retention and engagement across all programmes.
- Positive staff and volunteer development outcomes evidenced by appraisal and quality data.
- Growth initiatives mobilised effectively without loss of operational quality.



Person specification

Qualifications & Knowledge

Essential

1. Educated to degree level or equivalent experience in leadership, operations, or a related field
2. Strong understanding of service delivery within advice, health, or community sectors
3. Knowledge of safeguarding, data protection, and health & safety requirements
4. Understanding of performance management frameworks, KPIs, and quality standards
5. Awareness of workforce planning, including staff and volunteer models

Desirable

6. Leadership or management qualification (e.g., ILM, CMI)
7. Knowledge of commissioning, funding environments, or third sector delivery models
8. Familiarity with quality accreditation frameworks (e.g., Advice Quality Standard)

Experience

Essential

9. Significant experience in a senior operational leadership role
10. Proven track record of managing multiple service areas or teams
11. Experience translating strategy into operational delivery and measurable outcomes
12. Demonstrated experience of workforce planning and managing service capacity
13. Experience of using data and insight to drive performance and improvement
14. Experience working with volunteers, including recruitment, development, and retention
15. Experience of leading change, service improvement, or organisational growth

Desirable

16. Experience in a multi-service charity or public service environment
17. Experience mobilising new services, pilots, or funded programmes
18. Experience working with external partners, funders, or commissioners

Skills & Abilities

Essential

19. Strong leadership and people management skills, with the ability to motivate and develop teams

- 20. Excellent operational planning and organisational skills
- 21. Ability to analyse complex data and translate it into actionable insights
- 22. Strong problem-solving and decision-making capability in fast-paced environments
- 23. Ability to balance strategic thinking with hands-on operational delivery
- 24. Effective communication skills, with the ability to influence across all levels
- 25. Ability to build collaborative relationships across teams and functions
- 26. High level of adaptability and resilience in managing change

Desirable

- 27. Financial awareness in managing budgets and resource allocation
- 28. Facilitation and training skills to support organisational learning

Values & Behaviours

Essential

- 29. Commitment to delivering person-centred, high-quality services
- 30. Strong alignment with organisational values, including inclusion and equity
- 31. Demonstrates accountability and ownership for outcomes
- 32. Collaborative and team-oriented approach
- 33. Commitment to continuous improvement and learning culture
- 34. Ability to lead with integrity, transparency, and professionalism
- 35. Passion for supporting communities and improving lives

Other Requirements

- 36. Willingness to work flexibly to meet operational needs
- 37. Ability to travel across service locations where required

Want to chat about this role?

If you want to chat about the role further, you can contact Clare Knapman by emailing clare.knapman@gloscab.org.uk or calling 01452 442017.



Applying for this post

To apply for this post, please complete our application form, which can be found on our website, www.gloscab.org.uk. Completed application forms should then be emailed to info@gloscab.org.uk.

In accordance with Citizens Advice national policy, we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to you being able to take up the job.