

at The Arts Centre Hounslow

JOB DESCRIPTION

Operations Manager

Hounslow Wellbeing Network

Job title	Operations Manager, Hounslow Wellbeing Network
Employer	The Arts Centre Hounslow
Reports to	Managing Director, The Arts Centre Hounslow
Line manages	Service Delivery Coordinator, plus freelance facilitators and 50+ volunteers
Salary	£36,300 per year, paid monthly
Hours	Full-time, 40 hours per week, Monday to Friday, with occasional evenings and weekends
Contract	Permanent, with a 3-month probation period
Location	Office-based five days a week at The Arts Centre Hounslow, with travel to sessions across the borough
Holiday	28 days a year, including bank holidays
Visa sponsorship	Available where you meet the salary threshold that applies to you (see Right to work and visa sponsorship)
Ideal start date	Tuesday 1 December 2026, with a handover through December
Closing date	Sunday 8 November 2026, 11:59pm. We're interviewing on a rolling basis, so please apply as soon as you can

About the Hounslow Wellbeing Network

The Hounslow Wellbeing Network is a free community wellbeing service run by The Arts Centre Hounslow. We're commissioned by the London Borough of Hounslow and funded by the NHS, and we exist so that nobody in the borough has to feel alone.

What started as a group of around 50 people has grown into a network of more than 2,000 members, with 26 weekly sessions and over 70 partner organisations. It's held together by a small staff team, freelance facilitators and more than 50 volunteers, many of whom first came to us as members.

Our sessions range from Zumba, chair fitness and yoga to Coffee & Chat, crochet, Bollywood dance, English classes and talking groups for men and women. Underneath all of it is one idea: give people somewhere to belong, room to breathe, and the support to become who they want to be.

Why this role, and why now

Our Operations Manager is moving on at the end of December 2026 after three years of building the network. Ideally you'll start on 1 December and spend December working alongside him, so you inherit the relationships, systems and plans properly.

The network is at a turning point. We want to reach people we don't yet serve well enough, including younger people and the LGBTQIA+ community, grow across more of the borough, and build the

partnerships and funding that will make that last. This role leads that work, with real ownership and room to grow as the network does.

Purpose of the role

To lead the day-to-day running and long-term growth of the Hounslow Wellbeing Network. That means making sure every session runs well, every member is treated with respect and dignity, every commitment to our commissioners and funders is met, and the network keeps growing in reach and sustainability.

What you'll do

Service delivery and operations

- Run the weekly programme of 26 sessions across the borough, working with the Service Delivery Coordinator, facilitators and venues so that everything happens safely and on time
- Plan and deliver trips, events and seasonal activities for members
- Own the network's budget: track spend, manage purchasing and work with the Managing Director on forecasts and reviews
- Keep systems, processes and rotas simple and reliable as the network grows
- Step in to lead or support a session when cover is needed

People

- Line manage, support and develop the Service Delivery Coordinator
- Recruit, induct and supervise freelance facilitators
- Lead the volunteer programme, from recruitment and training to recognition and support
- Build a team culture that is calm, accountable and kind

Partnerships and stakeholders

- Look after and grow our relationships with more than 70 partner organisations
- Be the main contact for the London Borough of Hounslow commissioning team, NHS colleagues, councillors and statutory services
- Strengthen referral routes so the people who would benefit most can find us
- Represent the network at borough forums, networks and events

Funding and growth

- Find and write funding bids to trusts, foundations, statutory and corporate funders
- Develop financial and in-kind partnerships that let us expand what we offer
- Shape and deliver plans to reach younger people, the LGBTQIA+ community and new parts of the borough
- Work with the Directors on the network's medium and long-term strategy

Reporting, data and compliance

- Meet the requirements of our commissioning and funding agreements, including monitoring and outcome reporting
- Produce monthly reports and impact summaries using our member data platform
- Keep the network compliant on safeguarding, data protection, health and safety and HR, and keep policies up to date

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- Make sure member feedback and co-production shape what we offer

Communications

- Oversee communications with members, partners and the public across social media, newsletters, WhatsApp and the website, working with the wider Arts Centre team
- Tell the network's story well, in writing and in person

This list isn't exhaustive. In a small organisation everyone pitches in, and the role will change as the network grows.

Who we're looking for

We're not looking for someone who ticks every box. We're looking for someone with drive, real belief in the cause and the discipline to keep a lot of plates spinning. If you meet most of the essentials, we'd like to hear from you.

Essential	Desirable
• Solid experience running operations or a service in a community, charity, health or public sector setting • Experience line managing staff, and supporting volunteers or freelancers • Managing a budget and reporting to funders, commissioners or a board • A track record of building partnerships that led to real outcomes, financial or in-kind • Experience writing funding bids or generating income • Experience working face to face with the public, including adults with mental health needs, and a sound understanding of safeguarding • Clear, confident writing for reports, bids and everyday communication • Comfortable with data, spreadsheets and digital tools, and keen to use them well • Self-starting and accountable: you take ownership and see things through without being chased • Genuine commitment to inclusion, co-production and reducing the stigma around mental health	• Knowledge of Hounslow, its communities and its voluntary sector • Experience delivering local authority or NHS commissioned services • Experience growing a volunteer programme • Experience writing or updating HR, safeguarding or data protection policies • Experience with a CRM, membership database or low-code tools • Speaks one or more of the community languages used across Hounslow

What we offer

- £36,300 a year, paid monthly
- A permanent contract
- 28 days' holiday a year, including bank holidays
- A workplace pension through NEST
- An Employee Assistance Programme

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- Support with training and development
- A month-long handover with the current Operations Manager
- A role with real ownership and a visible impact on thousands of people in Hounslow

Practical details

Working pattern

Monday to Friday, 40 hours a week, based at The Arts Centre Hounslow. Since we're a community service, our work is people-facing, which requires us to be present in person at the office five days a week. You'll also travel to sessions across the borough, and there will be occasional evening or weekend work for events and trips.

Contract and probation

This is a permanent role with a 3-month probation period. The notice period is one week during probation and one month after it.

DBS check

This role needs an enhanced DBS check. We'll arrange it with you when you start and cover the cost, subject to you completing your probation period.

Right to work and visa sponsorship

You'll need the right to work in the UK. You won't need sponsorship if you:

- are a British or Irish citizen
- have settled or pre-settled status, or indefinite leave to remain
- hold a visa that already lets you work full-time, such as a Graduate, dependant, family, Youth Mobility or BN(O) visa, or refugee status

We hold a sponsor licence, and this role is eligible for Skilled Worker sponsorship as long as its salary meets the threshold that applies to you. The standard threshold for a new Skilled Worker visa is £41,700, which is higher than this role's salary, so we can sponsor you at £36,300 only if one of these applies:

- You're switching from a **Graduate visa**
- You're switching from a **Student visa** after completing a UK degree (bachelor's or above)
- You'll be **under 26** on the date you apply for your visa. This includes applying from outside the UK
- You already hold a **Skilled Worker visa** and were first sponsored before 4 April 2024
- You already hold a **Skilled Worker visa at new entrant rates** and still have time left within the four-year new entrant limit

Skilled Worker applicants also need to show English at level B2. New entrant rates last up to four years in total, after which the full threshold applies when you extend. If you're applying from outside the UK, getting a visa usually takes a few weeks, so your start date may be later than 1 December.

These rules are set by the Home Office and can change. We'll confirm your eligibility before making an offer. If you're not sure where you stand, apply anyway and explain your situation in the form.

Inclusion

We want our team to reflect the communities we serve. We particularly welcome applications from people across Hounslow's diverse communities, LGBTQIA+ people, disabled people and people with

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lived experience of mental health challenges. If you need any adjustments to apply or to attend interview, just let us know.

How to apply

Apply online through our careers page. You'll need your CV and short answers to four questions about you and the role. We don't need a cover letter.

Apply at: wellbeinghounslow.co.uk/careers

Using AI to help write your application is fine, and we actively encourage it. Just make sure the thinking and examples in your answers are your own. The words themselves can be AI-written.

The closing date is **Sunday 8 November 2026, 11:59pm**. We're interviewing on a rolling basis and may close early if we find the right person, so please apply as soon as you can.

Shortlisted candidates will be invited to an in-person interview at The Arts Centre Hounslow, which will include a short presentation. We'll send the brief with the invitation.

Our ideal start date is **Tuesday 1 December 2026**, so you can spend December working alongside the current Operations Manager.

Questions about the role? Email ambikesh@wellbeinghounslow.co.uk.

Belong. Breathe. Become.