

Home-Start Richmond, Kingston & Hounslow
Vestry House
21 Paradise Road
Richmond
TW9 1SA
T: 020 8487 8500
E: info@homestart-rkh.org.uk
W: homestart-rkh.org.uk



Impact and Operations Manager

Job Description and Person Specification

Contract: Permanent, Part-Time: 28 hours per week

Location: Hybrid working, with office presence at Vestry House, 21 Paradise Road, Richmond TW9 1SA

Salary: NJC Scale 27–31 (£40,474 – £44,025 FTE including London Weighting), pro rata

Benefits: Excellent pension scheme and generous annual leave entitlement

About the Role

As **Impact and Operations Manager**, you will play a pivotal role in shaping how we measure, communicate, and enhance the impact of our work. You'll ensure our team has the tools, systems, and support they need to deliver life-changing services to families. This is a strategic and hands-on leadership role at the heart of a growing, values-driven organisation. We are committed to being a diverse, inclusive, and welcoming organisation.

Key Responsibilities

Impact and Evaluation

- Lead the organisation's impact strategy, ensuring family experiences inform service design and delivery
- Manage data collection and evaluation across multiple platforms, including Charity Log
- Produce tailored reports and insights for funders, Trustees, and partners
- Collaborate on funding applications with the CEO and Head of Marketing & Fundraising
- Champion the voices of children and families, using data and storytelling to demonstrate real-life impact

Operations

- Oversee the implementation and development of operational policies and procedures, including GDPR, EDI and HR
- Manage the operations budget and ensure efficient use of resources
- Maintain and streamline administrative systems (e.g. SharePoint, Charity Log)
- Line manage the Operations Team (Operations & Data Executives, Special Projects Coordinator)
- Lead key operational projects and oversee office administration, IT systems, and premises management
- Support governance processes and liaise with the Board of Trustees

Leadership

As a member of the Senior Management Team, you will:

- Represent the organisation in key networks across Richmond, Kingston, and Hounslow
- Build strong relationships with community partners, funders, and Home-Start UK
- Contribute to strategic planning and advise the Board of Trustees
- Collaborate with external advisors and partners on specialist projects

About You

Essential Skills and Experience

- Strategic thinker with the ability to manage multiple projects and priorities
- Proven experience in operations management, including HR, digital systems, and organisational compliance (e.g. GDPR, policies)
- Strong knowledge of service evaluation and data analysis
- Proficient in Microsoft Office (especially Excel) and confident in adopting and overseeing the effective use of digital systems (e.g. Charitylog) across the organisation.
- Skilled in communicating complex information clearly and accessibly
- Collaborative, proactive, and solutions-focused team player
- Curious and passionate about using data to tell compelling stories of impact

Desirable

- Experience in the non-profit or community support sector
- Grant writing and funding research experience
- Project management expertise
- Understanding of local community needs and services

How to Apply

Please complete the application form and monitoring and submit them to jointheteam@homestart-rkh.org.uk by **5pm on 22nd April 2026**.

This role is subject to a DBS check and satisfactory references.

We are committed to safeguarding and promoting the welfare of children, young people, and adults at risk. We welcome applications from people with disabilities and will provide support throughout the recruitment process. Please contact us at jointheteam@homestart-rkh.org.uk if you require assistance.

Interviews will be held during the week commencing Monday 27th April 2026.