

Job Description – Operations Lead, Home-Start Kirklees (HSK)

Job Title: Operations Lead (Senior Management Team)

Responsible to: Director

Responsible for: Operational Service Delivery and Workforce Development, Project Management, Developing Partnerships.

Purpose of the job role:

- Develop new positive, effective working relationships with stakeholders including funders, strategic leads, donors, supporters, Trustees and Advisers.
- Lead on operational change and efficiency savings to ensure HSK has the resources and capacity to meet demand. Ensure change is positively managed and lead by example – role model with strong effective leadership.
- Influence the design and implementation of new projects and monitor effectiveness, performance and evidence outcomes in written evaluations and reports.
- Operational Lead for service delivery, including service user and volunteer experience. Development, upskilling and well-being of staff and volunteers.
- Support the Senior Management Team and Board of Trustees to develop strategic planning, ambition for growth and financial stability.
- Lead effective operational day to day management of Home-Start Kirklees in accordance with the HSK Constitution, Home-Start UK Agreement and Quality Assurance Standards.

Main Responsibilities

Operational duties:

- Lead on operational staff recruitment, supervision and training. Monitor performance of staff, ensuring agreed KPI's, targets and project outcomes are fully met and reported to funders.
- Support operational staff in all aspects of their work and personal development, annual appraisal and overall workforce development.
- Lead on key decisions required operationally that impact on families, volunteers and communities including risk management, complaints, incidents, outreach work and health and safety.

- Analyse data and operational performance to assess and allocate resource and capacity. Embed data informed trends, practice, collection and analysis to deliver and change services.
- Create and support a positive culture, maintaining behaviour standards.

Service Delivery:

- Work in partnership with other agencies, both statutory and voluntary, attending appropriate meetings where necessary and developing new partnerships and collaborative ways of working to improve service experience for families, achieve growth and promote/showcase HSK.
- Lead on the development of new projects and services to continue to meet the needs of families.
- Oversee current safeguarding practice for the organisation ensuring that safe practice, policies and processes are in place. Line manage the appointed DSL's (Designated Safeguarding Leads) and ensure safeguarding practice standards are met.
- Complete case management and reflective supervision with allocated staff.
- Keep up to date with best practice and new developments across the sector, changes to national guidance and implement updates and change across everyday practice where appropriate.
- Identify opportunities to introduce and test operational improvements and efficiencies.

Volunteer Management:

- Support the Business Development Manager (Lead) and Volunteer Recruitment Co-ordinator to shape and influence volunteer recruitment effort and on-boarding experience.
- Support deep dives into data and intel that quality checks volunteer onboarding experience, retention, progression, volunteer voice and influence.
- Lead on providing a quality training programme for volunteers that is flexible and accessible.
- Monitor volunteers resting and matched and ensure that they are supported, kept up to date, informed and in touch with HSK regularly. Ensure that skills are utilised fully across the volunteer workforce. Shape and develop new volunteering roles.

Business Development:

- Contribute to the development of funding bids and written applications, attending relevant events and fundraisers.
- Invest in stakeholder experience and feedback, evidencing impact and social value.
- Complete outcome planning, family evaluation and longitudinal studies to evidence social value and impact.
- Support the delivery of the marketing strategy including use of media outlets, developing promotional materials and content for newsletters, press and articles etc.
- Support innovation and exploration of different ways of working, including digital development, remote services and a universal offer for families.
- Keep abreast of the changing landscape and strategy development in Kirklees related to families and the VCSE sector. Attend local and regional events where required.

Quality Assurance:

- Support cultural change, planning and development of the EEDI action plan including annual audit, workforce understanding and learning.
- Support the completion of the HS-UK QA Framework to acquire best practice status.
- Support acquiring quality assurance awards for the organisation e.g. Quality for Health and KVQA (Kirklees Volunteer Quality Award).
- Review policies and procedures allocated on the review cycle acquiring ratification from the Board before being issued to the workforce.

The post holder may be required to undertake any other duties that fall within the nature of the role and the responsibilities of the post as detailed above.

Job Description reviewed July 2026

Person Specification – Operations Lead

Essential and desirable skills, abilities, experience, knowledge and special requirements for the post of Home-Start Operations Lead

This form also indicates how the different requirements may be assessed during the selection process:

A = Application Form, I = Interview, E = Exercise

Essential	Desirable	Method of Assessment		
		A	I	E
Education and Qualifications				
Good standard of education at O level/GCSE and NVQ/BTEC Level 3 in a relevant subject	Professional training and experience Recent relevant training Present and previous relevant employment	√	√	
Leadership and Management Experience	Degree in a relevant subject Level 3, 4 or 5 in leadership and management	√	√	
Management and Leadership				
Knowledge of the VCSE sector and the role and responsibilities of charitable work and governance	Experience of work in the voluntary sector or as a volunteer	√	√	
Experience of managing and leading projects and contracts	Project management training	√	√	√
Workforce management experience	Experience of managing disciplinary procedures. Ability and experience to challenge performance and effectively manage HR related issues	√	√	√
Experience of operational management, planning and prioritising	Working alongside strategic leadership or a governing body	√	√	√
Ability to process data and local intel to provide narrative reports and present to stakeholders	Experience in collating data and analysing statistical information or Written evaluation, speaker experience and contractual reporting	√	√	
Strong effective leadership as a member of a senior team or holding a senior position	Strategic planning, operational lead experience.	√	√	√
Understanding the needs of families with young children	Experience of working with families. Parenting experience	√	√	
Working in partnership and in the wider context				
Promotional and marketing skills	Experience in marketing or social media, press, video creation.	√	√	
Experience of working and developing partnerships with agencies providing support services	Knowledge of the roles of agencies providing support services for families. Networking and partnership	√	√	√

for families	working.			
Presentation skills	Presentation experience	√	√	√
Self-Management/personal attributes				
Strong interpersonal skills	Experience of examples	√	√	√
A positive and creative approach to tackling tasks and issues that arise	Experience of solution focused outcomes	√		√
Commitment and experience to achieving excellent safeguarding practice and knowledge	Knowledge of current legislation and policies relating to families Safeguarding activity, Designated Safeguarding Lead role	√	√	√
Experience of leading and creating a culture of EEDI and anti-discriminatory practice	Knowledge of and commitment to EEDI anti-discriminatory practice	√	√	√
Understanding of the need for professional confidentiality	Knowledge and experience of GDPR	√	√	√
Ability to work on own initiative	Experience of problem solving and innovation	√	√	
Ability to network and establish effective connections with all stakeholders	Multi agency work experience, social networking and developing relationships with external supporters	√	√	√
IT literacy	Awareness of cyber security	√	√	√
Special Requirements				
Eligibility to work in the UK		√	√	
Willingness to access training opportunities and develop own CPD		√	√	
Ability to work flexibly, some evening or weekend work		√	√	
	Car driver and use of a car with driving licence permitting the owner to drive legally in the UK	√	√	