

JOB ADVERT:

Operations Manager

Location:	Remote with occasional travel to Bristol
Salary:	£42,750
Length of contract:	Fixed Term Contract – 12 months
Hours per week:	37

Who are Women's Aid?

Women's Aid is the national charity working to end domestic abuse against women and children. We are a federation of over 170 organisations which provide just under 300 local lifesaving services to women and children across England. For almost 50 years we have campaigned on behalf of our members and survivors to shape policy and practice, and to raise awareness of domestic abuse.

Purpose of the Operations Manager role:

As Operations Manager, the successful candidate will play an integral role in the effective day to day management of key business support services including operations, IT data and premises. The role includes line manage responsibilities of the inhouse team as well as maintaining key relationships with outsourced companies to ensure objectives are met.

Key duties and responsibilities of the Operations Manager:

Operations:

- Manage the non-pay elements of the Operations Budget, including IT budget. (approximately £400K annually)
- Ensure that the technical, digital and office environment needs of all staff (across all sites and remote workers) are fit for purpose and adequately resourced
- Compliance with Health and Safety legislation
- Oversee the effective management of communal facilities, office resources and equipment.
- Responsible to complete, monitor and maintain the Operations Risk Management register.

Data Protection and Management:

- Provide subject matter expert advice on GDPR compliance and data protection.
- Responsible for co-ordinating the Data Champions Group to ensure that all Data Protection Policies are kept up to date.
- Responsible for all Subject Access and Right To Be Forgotten Requests
- Act as the ICO liaison.
- Responsible for setting GDPR training requirements
- Manage the Intranet and SharePoint sites
- Responsible for ensuring that the CRM operates in line with WA's IT and GDPR Policies.

- Responsible for monitoring the ongoing archiving connection.

IT:

- Work with the external IT contractors to ensure effective delivery of the WA IT strategy.
- Ensure effective management and coordination of IT systems, equipment, office machinery, premises, and services.
- Plan, develop and implement strategies for IT
- Ensure organisation wide compliance with IT policies.
- Manage responsive IT support, maintain central records for externally provisioned services.
- Oversee the effective use of databases and file storage

What we are looking for in our Operations Manager:

- Experience and knowledge of a variety of software packages, particularly MS products
- Line Management experience
- Experience of hardware troubleshooting and support
- Solution driven and the ability to think creatively, working to tight deadlines
- Experience in health and safety
- Excellent IT skills and computer literacy
- Good knowledge of GDPR and confidentiality
- Good oral and written communication skills

Benefits of joining us as our Operations Manager include:

- **Generous Annual Leave:** 25 days + 2 Company Holidays + 8 UK Bank Holidays, with an extra 1 day per year after 1 year of service, up to a maximum of 5 additional days.
- **Valuable Pension Benefits:** a generous 7% employer contribution.
- **Flexible Working:** remote working, a generous TOIL scheme, and family-friendly policies
- **Wellness and Support:** including a cycle to work scheme, free optician check-ups, annual flu vaccines, access to a 24-hour employee assistance counselling helpline, a 'Headspace' app for mindfulness, and 'Reflective Practice' sessions.
- **Making a genuine difference,** in a rewarding role where your work will directly result in helping Women's Aid to be able to provide lifesaving services for women and children across England.

How to apply?

- **Please submit your CV and a Cover Letter.** Your Cover Letter should be no more than 2 pages long and should include a summary of your reasons for applying for the position. You should also include details of how your skills, behaviours and experience meet those necessary for the role, as listed in the Job Description and Person Specification.
- **Please ensure that you also complete the EDI form and send all completed paperwork to recruitment@womensaid.org.uk.** (Please clearly mark your name and the role title in the subject line of your email).

NB:

- **Women only need apply under schedule 9 (Part 1) of the Equality Act 2010**
- If you have been shortlisted for interview, you will be informed by email. Regrettably, we are normally unable to acknowledge unsuccessful applicants.
- We reserve the right to close a recruitment campaign earlier than the advertised closing date if a high volume of responses are received.
- All posts, including remote posts, must be based in the UK.
- **Women's Aid is committed to quality, equality, and valuing diversity.** Applications are particularly welcome from Black and minoritised women.
- **We are a Disability Confident employer.** We guarantee to interview all disabled applicants who meet the minimum criteria for vacancies. For an informal chat about your needs or to receive the application pack in another format, please email recruitment@womensaid.org.uk.
- **Please read our Single Sex Statement here:** [Women's Aid: Single sex services statement - Women's Aid \(womensaid.org.uk\)](#)