



Job Description: Operations Manager

Title:	Operations Manager
Organisation:	Wycombe Refugee Partnership
Location:	High Wycombe (significant working from home, with 1-2 days per week in High Wycombe)
Hours:	20 hours per week (flexible, with occasional evening or weekend work)
Salary:	£35,000 - £40,000 FTE (approximately £18,900 - £21,600 per annum for 20 hours per week)
Contract:	Two year fixed-term contract
Report to:	Board of Trustees
Line Management:	Senior Administrator, Volunteer Coordinator (2 part-time staff)

Purpose of Job:

The Operations Manager is responsible for the overall management and development of the charity. Working closely with the Board of Trustees, the postholder will ensure that the charity is well managed, financially sustainable, legally compliant and continues to provide high-quality support for asylum seekers and refugees.

The role combines strategic leadership with practical day-to-day management and requires someone who is comfortable working in a small organisation where flexibility and initiative are essential.

Strategic Responsibilities:

1. Leadership and Management

- Provide day-to-day leadership of the charity.
- Support, supervise and develop two part-time members of staff.
- Oversee the recruitment, support and coordination of volunteers.
- Foster a positive, inclusive and collaborative working environment.
- Promote equality, diversity and inclusion throughout the organisation.

2. Service Delivery and Partnership Working

- Ensure services are delivered effectively and respond to the changing needs of asylum seekers and refugees.
- Support the organisation to ensure the inclusion and voice of service users throughout the organisation.
- Develop relationships with local agencies, statutory services and voluntary organisations.
- Identify opportunities to improve or expand services.
- Represent the charity at meetings and local partnership events.

3. Governance

- Work closely with the Board of Trustees to implement the charity's strategic objectives.
- Develop and implement robust mechanisms for the monitoring, reporting and evaluation of WRP's work and the impact and outcomes of its services.

- Prepare reports and papers for trustee meetings.
- Support trustees in fulfilling their legal responsibilities.
- Ensure compliance with Charity Commission requirements and relevant legislation.

4. Finance and Fundraising

- Manage the charity's annual budget and monitor expenditure.
- Prepare financial information for trustees.
- Together with our volunteer fundraisers, identify and apply for grant funding.
- Produce monitoring and evaluation reports for funders.
- Develop relationships with existing and potential funders and donors.
- Develop our fundraising strategy, working closely with the fundraising team to secure grant funding and identify and develop new opportunities to generate sustainable income.

5. Compliance and Risk

- Ensure appropriate safeguarding arrangements are maintained.
- Oversee Health and Safety, GDPR and data protection compliance.
- Maintain organisational policies and procedures.
- Ensure appropriate insurance and risk management arrangements are in place.

6. Communications

- Promote the work of the charity within the local community.
- Maintain positive relationships with supporters, partners and stakeholders.
- Contribute to newsletters, social media and publicity as required.

7. General

- Undertake other duties appropriate to the role and consistent with the aims of the charity.
- Work flexibly, including occasional evening or weekend meetings.

Relationships / Partners:

Internal:

Board of Trustees, Senior Administrator, Volunteer Coordinator, volunteer team leads and the wider volunteer team.

External:

Local agencies, statutory services, voluntary organisations, funders, donors, supporters, community partners and other stakeholders.

Terms of Appointment

- Satisfactory references.
- Right to work in the UK.
- An enhanced DBS check as required by the charity's safeguarding policy.
- Initial probationary period.

Operations Manager – Person Specification

Wycombe Refugee Partnership is at a crucial stage as a charity, having experienced rapid and exponential growth since early 2024. The needs and situations of those it supports are constantly changing, and the charity is looking for someone with energy and a passion to respond to these new challenges.

	Essential	Desirable
Qualifications		
Experience	• Experience of managing a small organisation, project or service. • Experience of supervising staff and/or volunteers. • Experience of managing budgets and financial monitoring. • Experience of writing successful funding applications or grant reports. • Experience of working with a management committee or Board of Trustees. • Experience of using user feedback and effective data monitoring and reporting to improve services. • Experience of producing and contributing to strategic and business plans.	• Experience of working with asylum seekers, refugees or other marginalised communities. • Experience of fundraising from trusts and foundations. • Experience of managing volunteers. • Experience of partnership working across the statutory and voluntary sectors.
Knowledge	• Understanding of the voluntary and community sector. • Knowledge of good governance and organisational management. • Understanding of safeguarding responsibilities. • Awareness of equality, diversity and inclusion. • Understanding of the issues affecting asylum seekers and refugees, or a willingness to develop this knowledge quickly. • Knowledge of HR best practice and HR policy development.	• Knowledge of Charity Commission requirements. • Understanding of immigration and asylum support services.
Skills	• Excellent organisational and time management skills. • Good analytical and problem-solving skills. • Strong communication and interpersonal skills. • Ability to build effective relationships with a wide range of people. • Ability to work independently and use initiative. • Good report writing and presentation skills. • Competent IT skills, including Microsoft Office and online communication tools. • Full UK driving licence and access to a vehicle.	

Personal Qualities

- Commitment to the charity's values and mission.
- Empathy and sensitivity when working with people from diverse backgrounds.
- Flexible and adaptable, able to cope well with change.
- Positive, practical and solution-focused.
- Honest, reliable and able to maintain confidentiality.