



KSAAS

Kent Sexual Assault
& Abuse Service

Operations Manager

Job Application Pack

This post is restricted to women and AFAB non-binary individuals under schedule 9, Part 1 of the Equality Act 2010



We aim to create a community where everyone, particularly women and girls are free from all forms of sexual violence and to achieve this within a feminist, equalities and human rights framework.



Dear Candidate,

Thank you for your interest in the role of Operations Manager (CEO) for Kent Sexual Assault & Abuse Service (KSAAS).

KSAAS (formerly East Kent Rape Crisis Centre) has offered sexual violence services in East Kent since 1993 and we now offer ongoing practical support and therapeutic services for survivors who have experienced any form of sexual violence at any time in their lives cross Kent & Medway. KSAAS holds UKAS accreditation through The Survivors Trust and is Professionally Approved By Rape Crisis England & Wales, demonstrating the consistent, high-quality services that we offer to our survivors.

KSAAS provides Independent Sexual Violence Advisor (ISVA) services and joint ISVA and Independent Domestic Violence Advisors (IDVA) services for those who have experienced sexual violence alongside domestic abuse. We also offer trauma focused therapeutic counselling services for children, adolescents and adults and these services are accessible through various hubs across Kent & Medway. Peer support groups and family advocacy services are available to support families when there has been an occurrence of sexual abuse experienced by one or more family members and our services are supported and informed by the 'Kick Back' group, who are survivors of sexual violence who offer help, support and advice to other survivors and inform our service development. We also have a range of volunteers who support us with various aspects of the service provision.

In addition to providing support and therapeutic services, a key function of the organisation is to robustly challenge the societal values, beliefs and behaviour that contribute to sexual violence, through proactive projects that aim to raise awareness, delivery of information sessions in educational institutions, delivery of NOCN endorsed Rape and Sexual Abuse training, ongoing activism, challenging attitudes we encounter as part of our work with survivors, focused campaigns and participation in research focused on sexual violence.

In the last year, we worked with > 6000 survivors in East Kent and in April 2026 we extended our provision and scope to provide services across Kent and Medway, having been commissioned by the Police & Crime Commissioner to be the main provider of ISVA and Therapeutic Support services across the county.

We are extending our team and are looking for a motivated and innovative women who aligns with KSAAS's mission, values and aims to manage the operational aspects of the organisation to maintain the high-quality sexual violence support services we provide to all survivors of sexual violence. Note that this post is restricted to women and AFAB non-binary individuals under Schedule 9, Part 1, of the Equality Act 2010.

Fran Ellis
Interim Chief Executive Officer
Kent Sexual Assault & Abuse Service



Role Details



Salary: £34,000 - £37,000 per annum (depending on experience)

Base: Canterbury
Travel to Other KSAAS Sites Will Be Required

Hours: 35 Hours Per Week (Permanent)
On Occasion This May Include Out Of Hours Meetings

Benefits: 3% Pension Contribution
Employee Discounts Scheme
25 days annual leave plus bank holidays
Employee Assistance Programme
Flexible Working Negotiable

Requirements: Right to work in the UK
An enhanced DBS Check (Carried out through KSAAS)
Full UK Driving Licence & Use of Own Car

Responsible To: Chief Executive Officer

Responsible For: Administrative staff & Volunteers

Main Purpose of The Role

The Operations Manager coordinates the day-to-day operations of the office and administration team, coordinates organisational operational and administrative systems, and acts as the key point of contact for all operational matters. They work collaboratively with the leadership team to develop, implement, evaluate and improve organisational operational policies and procedures, ensuring legal compliance, ethical working, effective service coordination and high standard client, staff, partner and stakeholder experience. They line manage the administrative staff and volunteers and coordinate sessional trainers in delivery of our training provisions.

At EKRCC, the operations manager is supported directly by the CEO, Head of ISVA Services & Head of Therapeutic Services and indirectly by the Board of Trustees.

Kent Sexual Assault & Abuse Service is a feminist organisation that firmly believes that sexual violence against women and girls arises from the patriarchal social structure in our society. We believe this social structure causes and propagates gender inequality and that sexual violence is one tool that is used to control women and girls as part of this social dynamic. We recognise the sexual violence affects people of all genders and provides a safe space for all survivors of sexual violence across Kent & Medway, where they can access the high-quality trauma-informed specialist practical and therapeutic support they need to recover from the impact of sexual violence and rebuild their lives.

Our Vision

KSAAS's vision is to create a community where women and girls are free from all forms of sexual violence and to achieve this within a feminist, equalities and human rights framework. We aim to provide help, hope and healing to all those impacted by sexual violence and cultivate a safe, non-violent community.

Our Mission

It is our mission to:

- Respond to and promote the needs of those who have suffered sexual violence through the empowerment feminist model of work
- Reduce the impact of sexual violence by support, educating, informing and advocating for all survivors
- Challenge oppression in all forms
- Challenge societal attitudes that condone and collude with sexual violence

Job Description (1)



Main Responsibilities of Post:

The operations manager works collaboratively with the Chief Executive Officer and Service Heads to ensure that the operational policies, procedures and delivery supports the high-quality client focussed services and training that KSAAS offers and ensures effective and efficient delivery of services. The successful candidate will have the following responsibilities.

Service Provision

- Support the development & implementation of a clear, forward-looking operational delivery plan, grounded in client need, staff expertise and emerging priorities across the sector
- Support the creation, implementation, and continuous improvement of KSAAS operational policies and procedures in collaboration with the management team
- Deliver effective and efficient operational processes and procedures across the organisation that ensure legal compliance, ethical working and survivor, staff and stakeholder satisfaction.
- Proactively enhance KSAAS's operational plan and procedures through systematic analysis of performance data and structured feedback from staff, survivors, partners and key stakeholders
- Coordinate the recruitment, training, and supervision of operational staff, administrative staff, volunteers and trainers to ensure consistently high standards of service delivery
- Oversee the day-to-day running of the charity in collaboration with the management team
- Monitor operational performance of the organisation and identify areas for improvement

Office and Facilities Management

- Manage the administrative team
- Manage office systems, equipment, and suppliers.
- Coordinate contracts with external providers.
- Ensure effective record keeping and document management.

Job Description (2)



Human Resources

Note that we employ an external HR company and these responsibilities would be in collaboration with our dedicated HR team

- Support recruitment, induction, and onboarding and new staff, volunteers and sessional staff
- Ensure maintenance of adequate staff, sessional staff and volunteer HR records
- Coordinate induction, training and performance management
- Ensure HR policies and procedures comply with employment law
- Support staff wellbeing and positive and inclusive workplace culture

Health & Safety

These responsibilities are in collaboration with the CEO (Health & Safety Lead)

- Manage operational aspects of health and safety processes across all KSAAS sites in collaboration with the CEO as the Health & Safety Lead
- Support the management team in the regular review of health and safety policies, procedures, staff training and risk management measures
- Coordinate health and safety training provisions for staff, sessional staff and volunteers
- Maintain records of accidents, incidents, and near misses, ensuring they are investigated and appropriate corrective actions are taken
- Monitor fire safety arrangements, including evacuation procedures, fire drills, and equipment checks
- Ensure first aid provision is adequate and first aid equipment is maintained across all sites
- Support the management team in promoting a positive health and safety culture across the organisation

Information Technology & Telecommunications

Note that we employ an external IT company and these responsibilities would be in collaboration with our IT providers

- Coordinate operational aspects of KSAAS's telecommunications, IT and electronic Client Management Systems

Job Description (3)

Project and Service Support

- Coordinate operational aspects of projects
- Monitor project timelines and budgets
- Collect data for impact reporting
- Support funding reporting requirements

Fundraising and Administration Support

- Assist with grant administration and reporting
- Maintain donor and stakeholder databases
- Support fundraising events and campaigns
- Help prepare information for funding applications

Governance and Compliance

- Ensure compliance with charity regulations and legal requirements
- Support trustees by preparing board papers and reports
- Maintain organisational policies and procedures
- Coordinate data protection (GDPR), health and safety, and safeguarding processes where applicable
- Contribute to risk registers and compliance activities

External Relationships

- Liaise with funders, suppliers, and partner organisations
- Represent the charity at meetings where appropriate and required
- Build positive relationships with stakeholders & partners

Finance and Budget Management

- Support the financial management and processes in collaboration with the finance officer
- Manage day-to-day operational finances and cash flow.

Job Description (4)

General Duties

- Take part in staff meetings, stakeholder meetings, development days, AGMs and staff training as required
- Maintain own physical and psychological well being, through line management support KSAAS EAP provisions and good work life balance
- Engage purposefully in relationships with clients, colleagues, management, partners, trustees and other stakeholders
- Work flexibly to meet the needs of the service
- Undertake other duties, which seem fitting for this role

Candidate Profile

To be eligible for this role, you need to evidence the following knowledge, skills and experience, at least in part (training can be provided where needed):

- A successful track record of administrative or operational management or demonstration of knowledge and skills to manage operations
- A successful track record of working independently and within teams, preferably with experience of leadership / management teams.
- Experience of successfully managing people and projects
- Ability to think innovatively, take measured risks and develop processes & procedures during a period of significant change
- Experience of using and managing operational systems, such as databases, IT systems, HR systems, Microsoft 365, Client Recording Systems and awareness of AI.
- Experience of developing & maintaining effective relationships with people and working collaboratively with internal staff and external companies
- Experience of working with a variety of digital and social media
- Sound knowledge of the charitable sector & an understanding of the challenges faced by staff working within sexual violence services

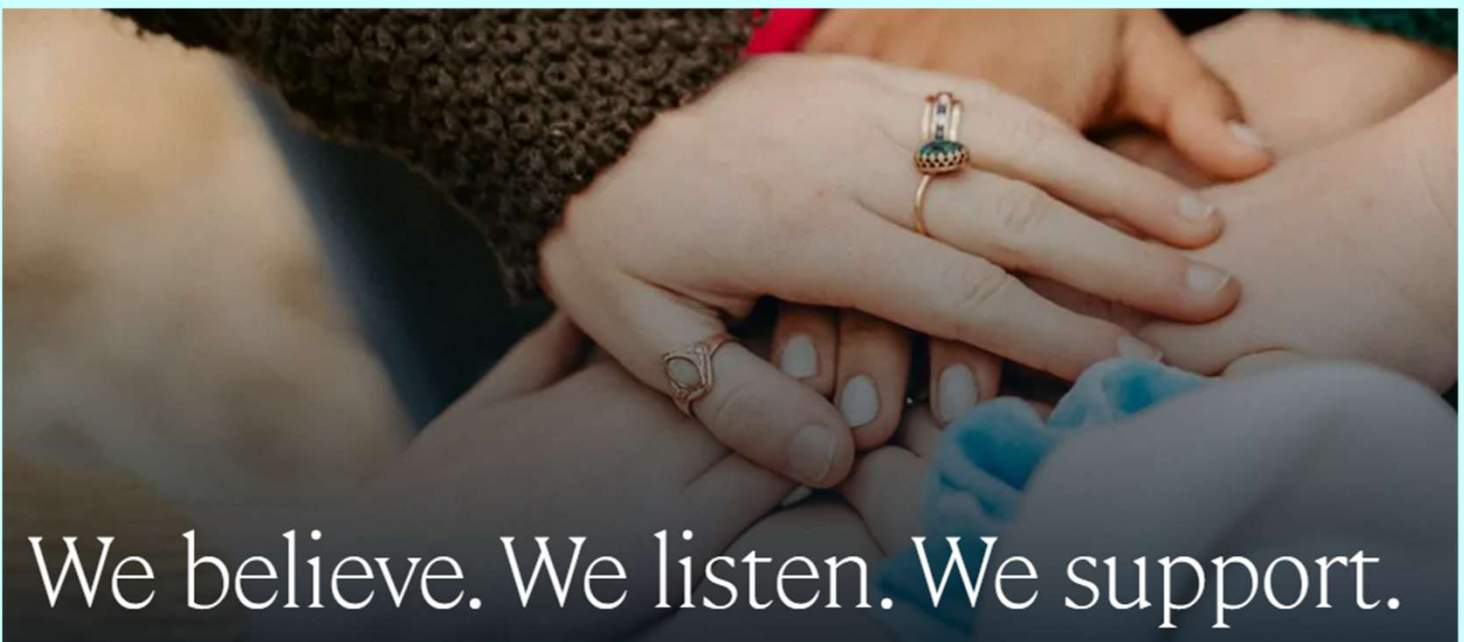
How To Apply

To apply for this role, please submit a **detailed CV** along with a **cover letter** demonstrating how you meet the candidate profile (4 A4 pages maximum) via 'Charity Job Apply'. The **deadline for applications is 5pm on Mon 31st August 2026**. Please note that **we reserve the right to close this vacancy early** if we receive a high volume of suitable applications. We therefore encourage interested candidates to **apply as soon as possible**.

KSAAS values diversity and welcomes applications from people from all sections of the community, especially from minoritised groups. KSAAS is a disability confident employer. Due to the nature of the organisation and work, this post is restricted to women and AFAB non-binary individuals under the Equality Act 2010 (Schedule 9, Part 1).

If you have any questions about this role, or are having an issues submitting your application through 'Charity Job Apply', please email ceo@ksaas.org.uk.

We look forward to hearing from you and good luck.



Kent Sexual Assault & Abuse Service: www.ksaas.org.uk