



# Recruitment Pack: Operational Manager (Governance & Performance)



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Welcome to The Wish Centre!

As the CEO of The Wish Centre, I am delighted to extend a warm welcome to all candidates interested in joining our team as an Operational Manager (Governance & Performance).

At The Wish Centre, we are dedicated to making a positive impact on the lives of individuals and communities. Our mission is to empower people to fulfill their potential, achieve their goals, and build brighter futures. As a leading nonprofit organisation, we work tirelessly to provide support, resources, and opportunities to those in need.

We are seeking an Operational Manager in the area of Governance & Performance to join the Wish Centre's Senior Leadership Team. The post will oversee key business functions to ensure efficient operations, support myself in developing and delivering the business plan, and manage planning, risk, business continuity, and information governance.

We are looking for someone who is passionate, innovative, and committed to our mission. If you are dedicated to making a difference and have the skills and experience we require, we invite you to join us in our journey of creating positive change.

If you need help with any aspect of the process, please contact our HR Manager: [stephanie.sayers@thewishcentre.org](mailto:stephanie.sayers@thewishcentre.org).

I look forward to welcoming a dedicated and talented Operational Manager to The Wish Centre family.

Best regards,

Shigufta Khan  
CEO, The Wish Centre

**Operational Manager - The Wish Centre (BDDWA)**  
**£35,000 - 37,100 per annum pro rata (depending on experience)**

Location: Hybrid; Wish Centre, Business Development Centre, Eanam Wharf, Blackburn/home

Hours of Work: Part time 30 hours to be worked flexibly

Contract: Fixed Term for 2 years (extension funding dependent)

Reports to: CEO

Line Management Responsibilities: Yes

### **About Us**

The Wish Centre has been delivering quality services to victims in the Blackburn & Darwen area for over 30 years. We provide specialist services to residents of the borough and support victims and their families to live lives free from abuse. Our programmes work is also delivered across Lancashire and Blackpool

### **About You**

We are seeking a dedicated and experienced Operational Manager, focusing on the area of Governance & Performance, to join the Wish Centre's Senior Leadership Team. The role will oversee key business functions to ensure efficient operations, support the Chief Executive in developing and delivering the business plan, and manage planning, risk, business continuity, and information governance.

### **Key Responsibilities:**

- Support strategic planning and governance with the Chief Executive and Trustees.
- Maintain and evaluate performance management frameworks and KPIs.
- Ensure compliance with legislation and data privacy regulations.
- Identify and manage risks, maintaining a Risk Register.
- Lead data management and reporting for performance monitoring.

**Closing Date: 17th September 2024**

**Interviews are scheduled for: 4th October 2024**

**To read more about the specific duties of the role, please see the full Job Description on the next page!**





# Job Description

## **Operating Principles:**

The Wish Centre works to a number of principles & values when providing effective, personalised interventions for its service users, our overarching strategic theme is that We Listen, We Support, We Empower. These principles apply to all roles at The Wish Centre.

The Wish Centre has been delivering quality services to victims in the Blackburn & Darwen area for over 35 years. We are the commissioned domestic abuse service for Blackburn and provide specialist services to residents of the borough and support victims and their families to live lives free from abuse.

## **Job Purpose:**

To be an integral part of the Wish Centre's Senior Leadership Team, responsible for key business functions to ensure the efficient and effective operation of the team

To support the Chief Executive in development and delivery of the organisational business plan, ensuring targets and timescales are met

To ensure effective management of planning, risk, business continuity, and information governance across the organisation

## **Main Duties:**

To support the Chief Executive in preparing, reviewing and updating the Charity's strategic and operational business plans under the direction of the Trustees.

To assist the Board of Trustees in implementing effective and efficient governance practices to ensure the Charity achieves optimal outcomes.

To keep up-to-date with policy, legislation and data in order to identify and understand new opportunities for the Charity, as well as challenges presented

To assist the Charity's Senior Leadership Team (SLT) and other colleagues in researching and identifying service development opportunities, preparing business plans which are operationally deliverable

To assist managers in maintaining a performance management framework which monitors, reports and evaluates performance and service delivery effectively in line with quality standards and good practice.

To support performance management and drive continuous improvement by the identification and development of KPIs and other metrics for success criteria.

To ensure that corporate policies and procedures are reviewed and updated as required to comply with changes in legislation, regulation and good practice and to monitor staff and volunteers' familiarisation with them.

Ensure the Charity complies with its obligations under Data Privacy and support the Chief Executive in this area acting as one of the Data Protection Leads.

To be the strategic lead for the Charity's management information systems, working with internal managers and other staff to: capture and analyse data to produce reports and intelligence that enable the Charity to monitor performance, meet quality standards, funders'/commissioners' requirements and ensure compliance with regulations and good practice, such as Data Privacy

To analyse and review relevant data, including presenting data in a variety of formats, to various audiences including Trustees and external partners

To lead on case audits ensuring risk & safeguarding is being identified and managed appropriately.

To take responsibility for ensuring that any risks, issues or exceptions identified within areas of work are effectively identified, recorded and managed, including escalation to other members of the Senior Management Team where appropriate, by maintaining a Risk Register

To support the CEO with reviewing contracts and leases.

To manage the process for achieving relevant industry accreditations and standards.

To ensure subject access requests are reviewed and processed.

To review request for amending records on the CRM system.

To ensure equality and diversity considerations are prioritised and embedded within all areas of our work

# Person Specification

## Qualifications

Essential:

- Undergraduate degree in a related field (e.g. Business Management), or equivalent work experience or formal management training.
- Evidence of continuing professional development

## Means of Assessment

Application

Application/Interview

## Experience

Essential:

- Significant experience of designing, implementing and managing effective monitoring and evaluation systems
- Experience of implementing effective quality improvement methods and impact reporting
- Experience working with Boards of Trustees or senior leadership teams to implement governance practices.
- Experience of line managing staff

Application/Interview

Desirable:

- Proven experience in strategic planning and business development within a charitable or non-profit organisation.
- Experience of working in the voluntary or public sector
- Experience of line managing senior members of staff

Application/Interview

## Knowledge, Skills & Abilities

Essential:

- Excellent communication skills, including the ability to make oral presentations, prepare own and edit others' concise written reports and briefings for a variety of audiences
- Knowledge of charity governance and the issues affecting the wider voluntary sector
- Possess strategic leadership and influencing skills
- Ability to work on own initiative and without supervision, organising and prioritising own workload within an agreed plan, successfully managing a large and diverse workload
- The ability to develop and maintain positive and productive working relationships with people at all levels, leading to desired results.
- Knowledge and understanding of key areas of compliance – Health and Safety; GDPR / Information Governance and Safeguarding.

Application/Interview

## Knowledge, Skills & Abilities Cont...

## Means of Assessment

- Clear evidence of an understanding and application of risk and issue management, including the use of problem-solving and innovative thinking
  - Skill in identifying and managing risks, maintaining risk registers, and handling subject access requests.
  - Working knowledge of safeguarding and risk management
- Application/Interview
- Strong analytical skills with the ability to capture, analyse, and present data in various formats
  - High-level skills in using MS Office applications (Word, Excel, PowerPoint) to produce excellent reports, statistics and presentations.
  - High level of accuracy and attention to detail in data analysis, policy review, and compliance monitoring.
- Application/Interview/  
Assessment

## Personal Skills

Essential:

- A proactive approach to the personal development of oneself and others
  - Willingness and ability to work flexibly
  - Own or have access to a car for business use (and insure appropriately)
  - To foster and maintain a culture of high standards and innovative ways of working
- Application/Interview

## Additional Requirements

- Eligible to work in the UK
  - Full UK Driving Licence
- Application/Interview

This post is subject to a Disclosure and Barring Service check at an enhanced level. Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation. Equality Act 2010 Schedule 9 Part 1 applies.



# How to Apply

Please note that we are not accepting CV's for this role and previous applicants need not apply.

To apply, please download [Sections A & B of our application form by clicking here](#) from our website

Once completed, please email both sections to [stephanie.sayers@thewishcentre.org](mailto:stephanie.sayers@thewishcentre.org) by 17 September 2024.

You will also find an applicants guide by clicking here: [Applicant Guide](#)

**You should read this guide prior to completing the application form.**

This post is subject to a Disclosure and Barring Service check at an enhanced level.

The Wish Centre is committed to promoting equality, diversity, and inclusion in all aspects of our work. We welcome applications from individuals of all backgrounds and identities.



# Staff Benefits

Our staff benefits program reflects our dedication to nurturing a culture of care and support within our organisation. From health and wellness initiatives to professional development opportunities, we offer a comprehensive range of benefits designed to enhance well-being, promote work-life balance, and recognise the valuable contributions of our team members.

Below are some of the benefits available to our valued employees:

- Flexible working - core hours need to be covered by the staff team, but flexible working arrangements are in place and can be authorised by your line manager.
- Free onsite parking.
- Learning and development opportunities which are discussed with the employee in supervision and annual appraisal.
- 25 days leave, plus bank holidays (pro rata) together with an additional days leave for your birthday and a further day allocated once you reach 5 years service.
- Automatic enrolment to Westfield Health (private health insurance) which includes access to a 24/7 counselling line and high street discounts. Accessible for the employee and their immediate family members.
- Four free therapeutic sessions available via Lancashire Health and Wellbeing Centre per calendar year.
- Long service awards given at 10 years.
- Hybrid working offered for the majority of roles.