



Job Description: Operations Manager

Position Title: Operations Manager

Reporting To: CEO

Hours: Part-time (20 hours per week)

Location: Mainly office based at Quetzal, 14-16 Talbot Lane LE1 4LR

Salary: Full Time Equivalent £35,744.56 **Pro Rata** for 20 hours

12-month fixed term contract with the possibility to extend depending on funding secured.

This position is open to women only as permitted under Schedule 9, Part 1 of the Equality Act 2010, due to the nature of the role and the needs of the survivors we support.

About Us

We are a small, dedicated local charity committed to supporting survivors of childhood sexual abuse. Our mission is to provide free and inclusive, counselling, support services and outreach to empower female survivors' recovery from the trauma of childhood sexual abuse.

We are based in Leicester, and this role will require the post holder to be primarily office based. (There is some flexibility to work from home occasionally). The schedule for this role is flexible and can be agreed to fit with existing commitments.

Role Overview

As the Operations Manager, you will be at the heart of ensuring the smooth and efficient functioning of our charity's day-to-day operations. This role is integral to maintaining the flow of our work, enabling the team to deliver on our mission of supporting survivors of childhood sexual abuse.

In a small charity, flexibility is key—no two days are ever the same. You will find yourself involved in a diverse range of tasks, from streamlining processes and managing resources to coordinating team activities and tackling unforeseen challenges. This variety demands a proactive approach and a problem-solving mindset, as you will often need to think creatively to overcome obstacles and find effective solutions.

A key strategic aim for 2025 is to diversify our income, working closely with the CEO, you will develop and implement innovative alternative income generation programmes to help support the future of the organisation, therefore project management experience would be an advantage. This role is funded for 12 months by a grant with specific outcome targets, so you'll need to be able to hit the ground running and learn quickly, but don't worry you'll be fully supported.

This role offers a unique opportunity to develop and refine a broad spectrum of skills in a supportive and purpose-driven environment.

If you are resourceful, adaptable, and passionate about making a difference, this role will allow you to thrive while contributing to an organisation with an important mission.

Key Responsibilities

- Oversee the day-to-day operations of the office.
 - Support staff and volunteers, providing assistance where necessary.
 - Work with the CEO to fundraise and develop new streams of income.
 - Maintain up-to-date records and support governance processes.
 - Support with maintenance and the management of health and safety of the building.
 - Work closely with the CEO to implement strategic actions.
 - Monitor progress towards operational objectives and report regularly to the CEO.
 - Support partnership development with external stakeholders.
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Person Specification

Desirable Skills and Experience

We believe that finding the right person is the most important thing for this role. If you don't meet all the requirements but feel you have the skills, passion, and drive to make a difference, we strongly encourage you to apply.

- Experience in managing operations, ideally within a charity or small organisation.
 - Strong organisational and time-management skills, with an ability to prioritise tasks effectively.
 - Highly proficiency in using digital tools, such as project management software or databases.
 - Experience working with or managing volunteers.
 - Familiarity with trauma-informed practices.
 - Experience in supporting fundraising or donor engagement activities.
 - Basic finance and accounting skills.
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Key Relationships

- **Internal:** CEO, staff, and volunteers.
- **External:** Funders, service providers, and partners (as needed).

What We Offer

- Flexible working arrangements.
- The opportunity to make a meaningful impact within a supportive and purpose-driven team.
- Ongoing professional development opportunities.