



Choices
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Registered Charity No. 1124209

Operations Manager (Maternity Cover) Job Description

RESPONSIBLE TO: Choices CEO

RESPONSIBLE FOR: Volunteers (interns or business support/admin)

PART-TIME: 3 days (24 hours)/week - starting May 2025 fixed term for 8 – 12 months (maternity cover)

SALARY: £38,000 FTE PA (pro rata £22,800)

LOCATION: from Choices' office (N1 1DN) 1 day a week and flexibly from home.

SAFEGUARDING: Appointment will be subject to a satisfactory enhanced DBS check and references

This is a varied and interesting role in which you'll play a significant part in supporting Choices and its growth. The Operations Manager role holds considerable responsibility within the organisation and requires a strategic mind to consider what support the charity needs and how it should develop as it grows. The successful candidate will support smooth running of all the organisation's services and operations, as well as managing our office and general administration. You will take the lead on policy-writing, impact reporting (overseeing the smooth running of our database), considering other support that will streamline the provision of our services, as well as buildings management and client communications (phone and email).

The ideal candidate will be highly organised, creative and self-starting, bringing relevant experience to the role including experience of people, project and database management. The position would either suit someone who has experience of managing office operations and who has an ability to develop their database management/monitoring and evaluation expertise; or someone with a strong background in monitoring and evaluation/databases, and an ability to turn their hand to supporting services and operations.

About Choices:

Choices is a high-impact charity offering practical and therapeutic support to women in London and further afield facing pregnancy crises, while parenting, and following pregnancy

loss. Choices is a faith-based charity operating with a Christian ethos that is committed to providing compassionate and constructive professional counselling and non-directive support.

Choices creates a warm and supportive working environment; we recognise that our staff are our most valuable asset, and we aim to support each other and our own professional development. We offer 25 days holiday pro rata, as well as bank holidays, and one week of office closure over Christmas. We also offer wellbeing days (pro rata) to all staff to help them take care of themselves.

Background:

Choices began in 1999, offering support to people facing an unplanned pregnancy. As we grew, so did the support we offer both for women (and partners) who struggle following a termination and also for parents who are struggling emotionally and financially while parenting.

Choices Prison Counselling is an established service, offering counselling in HMPs Bronzefield, Downview and Send, as well as post-release, for pregnancy loss and child separation issues; the service is commissioned by the NHS for women in prison.

Choices developed a befriending service offering weekly one to one support for parents through listening and encouragement. We run a baby clothes and equipment bank called Choices Boutique. We receive good quality pre-loved baby clothes and equipment (0-4 years old) which we then hand on for free to other families who need these items but struggle to afford them. We also facilitate a parenting course called Circle of Security Parenting, which is run three times per year.

We established a pregnancy counselling service during the Covid pandemic, offering low-cost counselling to pregnant clients (and their partners) as well as new parents, to help them deal with issues such as anxiety, depression, relationship difficulties, attachment struggles and maternal ambivalence as well as previous birth trauma.

JOB DESCRIPTION FOR OPERATIONS MANAGER

As the Operations Manager, you will have responsibility for thinking strategically about how to develop support for our different projects and services and implementing that support, managing monitoring and evaluations, and for the smooth running of the organisation as a whole.

Choices is a faith-based organisation and requires key staff roles to be committed Christians, able to subscribe to the organisation's Christian ethos and values. We are looking for someone to join our friendly and supportive team who has the capacity to be flexible and innovative in the changing circumstances of a small but growing charity.

The Operations Manager has the following specific responsibilities:

Specific responsibilities

Services Management and Support

Creating and maintaining consistency between all the projects and services of Choices

1. Creating publicity materials with Project Managers which adhere to brand guidelines
2. Embedding and overseeing clear and efficient processes for volunteer recruitment, management, support and training
3. Standardising reporting/other elements of Choices' programmatic work (the services)
4. Supporting Project Managers with project administration

Running Choices' operations (office processes and procedures)

1. Manage office services and associated budget: including utilities, managing petty cash, data storage, IT security, stationery, printer issues and general office supplies.
2. Manage Health & Safety procedures, insurance, fire and alarms systems
3. Write and update all general policies and procedures – liaising with Trustees and ensuring sign off at regular intervals.
4. Work alongside external consultants to ensure that Employee Handbook, recruitment processes, job descriptions, contracts, induction and employee review processes are up to date and reflect any legal changes
5. Lead responsibility and main point of contact for Choices' main phone line and email account.
6. Buildings management, including liaising with landlords and any sub-leasing organisations, liaising with external service providers such as cleaners and security services.

Database and systems management

1. Ongoing internal management and development of Salesforce CRM to ensure client data storing remains robust and up to date.
2. Support project leads with maintaining internal records, recording client data, impact reporting.
3. Work with the fundraising team where crossover arises between databases.
4. Work closely with external support services to build your own expertise to maximise the benefits and efficiency of Choices monitoring and evaluations procedures.
5. Manage Choices' Microsoft Office 365 system including supporting user administration and document storage areas.

Reports and Evaluations

1. Ensure that client data and project evaluations are kept up to date in our database (Salesforce)
2. Support the CEO and Project Managers in providing evaluation reports and updates for the trustees (quarterly), annual report and reporting for grant funding

HR

1. Manage the HR database (Bright HR)
2. Manage the volunteers database (see volunteers below)
3. Oversee contracts and leave requests

Volunteers

1. Recruit, train and manage business support/administrative volunteers where needed.
2. Run quarterly listening supervision with the Boutique volunteers (small team)

General

1. Work with the CEO on budget-setting for the year ahead
2. Attend Choices team meetings.
3. Provide minute taking services at quarterly Board meetings (weekday evenings four times a year)
4. Manage referrals from other Choices services and link in with other Choices services e.g. parenting course, befriending, and Boutique (baby clothes and equipment)

Standards

1. Keep up to date on all Choices' policies relating to the relevant services and contribute to other related policies (e.g. safeguarding, confidentiality, data protection).

Referrers and Publicity

1. Liaise with partners who refer clients to the service, strengthening existing relationships.
2. Publicise the service with potential referrers and grow numbers applying for this service

Safeguarding

1. Support the safeguarding leads for Choices in ensuring safeguarding policies and procedures are implemented across the service
2. Stay up to date with safeguarding training
3. Keep safeguarding leads informed of any incidents

PLEASE NOTE:

This job description gives a broad overview of the types of responsibilities but is subject to change in discussion with the CEO/Trustees based on needs/demands in the work of Choices.

In order to safeguard Choices' Christian culture and ethos and in keeping with the Equality Act 2010 (Schedule 9 Para 3) Choices' Trustees have applied an occupational requirement to this role whereby the post holder will be committed to upholding and modelling Choices' Christian ethos.

PERSON SPECIFICATION

Essential

- A committed Christian
- IT and social media literate (experience of mailing systems e.g. Mailchimp is desirable)
- Experience working with CRMs/databases
- Experience of working as an Operations/Services Manager/Administrator/similar (ideally within the charity sector)
- Knowledge of IT system administration – experience of administrative tasks such as user account creation in Microsoft 365 highly valued
- Experience in project management or equivalent, preferably in the charity sector
- Experience of managing team including volunteers
- Experience of working with external stakeholders
- An open and collaborative style of leadership, with strong interpersonal skills
- Ability to proactively build and develop positive relationships internally and externally
- Empathic approach toward working with vulnerable people
- Experience of working with different stakeholders
- Understanding of the issues facing the client group and a commitment to support them
- Competent computer and database skills
- Ability to be organised and prioritise time
- Excellent communication skills
- Self-motivated and confident working alone
- Capacity to be flexible and innovative in the changing circumstances of a small, but growing charity
- Knowledge of safeguarding i.e. child protection and adults at risk

Desirable

- Experience of monitoring and evaluation
- Experience/ability to run group training
- Entrepreneurial thinking
- Mentoring experience

Applications for this role are via CV and a covering letter (max 2 A4 pages) outlining how your experience meets these requirements, sent to hr@choicescharity.org by 14th February 2025 at 12pm. Interviews will be held on 25th and 26th February 2025 in the afternoon at 390 Caledonian Road, N1 1DN and online.

Please give details of two referees on your CV. One referee could be from an informal setting (e.g. a church) but may not be related to you.

