Rainy Day Trust

Job Description

Operations Manager

Salary	£37,000 a year
Location	Home-based, with regular UK travel to members, partners and events, and visits to our office in Bromsgrove, Worcestershire
Contract	Permanent, full-time (37.5 hours a week)
Reports to	Chief Executive Officer

The Opportunity

We're at an exciting moment. After more than 180 years of supporting people from the home-improvement industry, we've launched a bold new strategy, a brand-new identity, and a growing corporate membership programme. Together they'll help us reach more people than ever, before hardship takes hold, not just after.

> *"Our members, ambassadors and partners are at the heart of our growth. We need someone brilliant to look after them."*

We're looking for an Operations Manager to be the face of the Rainy Day Trust across our sector. You'll be the day-to-day contact for our member companies, grow our network of workplace ambassadors, deliver our CPD-accredited training, support our delivery partners to keep things running smoothly and lead the campaigns and events that bring our industry together.

This is a role for someone whose thing is people. You'll work alongside our CEO, who leads new business and senior relationships, and our Business Manager, who designs the systems that keep us running. You'll be out in the sector, on the phone, in the training room and at the trade show, making sure everyone who works with us feels valued.

If you love building relationships that last, and you want that to add up to something that matters, we'd love to hear from you.

About the Rainy Day Trust

We exist to support everyone who works, or has worked, in the UK's home-improvement industry, from builders' merchants and DIY retailers to tradespeople, garden centre staff, and their families.

When life doesn't go to plan… redundancy, bereavement, illness, accident, family crisis… we're at hand with practical help; grants for essentials, debt relief, fuel poverty support, counselling, legal guidance, apprenticeship funding, and skills training. And increasingly, we're there before crisis point too, working with employers to help working lives stay on track.

We're a small team with big ambitions. Our 5-year strategy focuses on prevention, growing our reach and generating sustainable income, so we can be the steadfast companion for every working life in our sector.

Our Values

- Resolute: We don't give up on people
- Prepared: Ready before the rain comes
- Purposeful: Everything we do has a reason
- Protective: Shelter when it's needed most
- Resilient: We help people bounce back, and we do too
- Inclusive: Support that's open to everyone in our industry

The Role

Works alongside	Our CEO, Business Manager and Business Support & Marketing Assistant

What You'll Do

> *"Be the friendly face that keeps our members, ambassadors and partners connected."*

You'll look after the relationships that power our growth, so every member feels valued, every ambassador feels supported, and everyone we help gets a great experience.

Members & Partnerships

- Be the day-to-day contact for our member companies, with regular check-ins so they feel valued and want to stay
- Look after renewals, aiming to keep at least 90% of our members year on year
- Spot opportunities for members to grow with us, and open the conversation for our CEO to take forward
- Support our CEO to welcome new members, with research, proposals and relationship building

- Help members build a prevention-first wellbeing culture, including through our ambassador network, our industry-wide Healthy Habits Accreditation, and our wellbeing campaigns
- Gather the stories, case studies and impact data that show members the difference they make, and share them with our marketing team

Fundraising with Our Members

- Help members and their teams fundraise for us, with ideas, materials, and practical support
- Coordinate workplace giving, payroll giving and employee engagement activity
- Support the creation of content that helps our partners promote their fundraising

Ambassadors & Training

- Recruit workplace ambassadors within our member companies, working with their HR and leadership teams
- Keep our ambassadors supported and connected, with monthly check-ins, engagement days, lunch & learns and top-up sessions
- Support the ongoing co-design (with our CEO) and delivery of our CPD-accredited workplace wellbeing training
- Keep the training fresh based on feedback, and develop the guides and resources that go with it
- Track ambassador activity and the difference it makes
- Use our impact and evaluation data to keep improving the programme and get more people involved
- Support our apprentices and early careers network to grow and thrive in the sector

Our Delivery Partners

- Be the day-to-day contact for the partners who deliver our support including our online counselling, Family Fund Business Services (triage and grant fulfilment), Penny Smart (debt management), wellbeing providers, and apprenticeship partners
- Keep an eye on performance and service quality, sort out operational queries, and flag any concerns to our CEO before these escalate
- Make sure everyone we support has a seamless experience (budgets, payments and contract renewals sit with our CEO and Business Manager)

Campaigns, Events & Projects

- Lead our national fundraising campaigns, Mad March Million and Thousand Smiles September, and our London Marathon team, from sign-up to celebration
- Be the go-to person for anyone in our industry fundraising for us, whether it's a bake sale, a raffle, a hike or a skydive, helping them shout about it and make every pound count

- Keep participants informed and supported, with our Business Manager handling the admin and tracking behind the scenes
- Support the creation of campaign content with our marketing team, from graphics to social media to PR, on brand every time
- Help shape grant applications, then manage funded projects from start to finish so the outcomes are delivered and evidenced

Out in the Sector

- Represent us at trade shows, industry events, and partner functions across the UK
- Support our CEO at high-profile events, speak on our behalf, and step in when the CEO can't be there
- Build our profile across the home-improvement sector and spot new partnership and fundraising opportunities
- Pitch in wherever the team needs you, as we all do in a small charity

About You

Most importantly to us…

- You're committed to our mission and understand why this work matters
- You build relationships that last, and people enjoy working with you
- You're calm and caring in sensitive conversations, and know when to signpost people to the right support
- You share our values: resolute, prepared, purposeful, protective, resilient, inclusive

Does this sound like you?

- You've got experience in account management, partnerships, or membership, with relationships to show for it
- You're comfortable with senior leaders, from the shop floor to the boardroom
- You're confident presenting, speaking at events and training groups
- You're a natural planner who delivers several projects at once, on time and on budget
- You're proactive, with sound judgement, and you flag risks early
- You communicate clearly and warmly, and keep everyone in the loop
- You enjoy creating content and telling stories that bring our impact to life
- You're happy working from home and travelling regularly across the UK, including some evenings and weekends

It would be great if you also have…

- Knowledge of the home improvement, DIY, housewares, garden centre, or builders' merchants sector
- Mental Health First Aid or similar wellbeing training

Why Join Us?

- Make a real difference: Every relationship you build helps us reach more people, in crisis and before it
- Join at a brilliant moment: New strategy, new brand, a growing membership programme; you'll help shape what comes next
- Variety: From the boardroom to the training room to the trade show, no two days are the same
- Great team: Small, dedicated, supportive colleagues who care about what we do
- Development: Room to grow your skills as the charity grows

What We Offer

- £37,000 a year
- 25 days annual leave plus bank holidays
- Additional Christmas leave (the working days between Christmas and New Year)
- Pension contribution
- Home-based working, with quarterly team meet-ups in Bromsgrove
- A supportive, values-driven culture

How to Apply

Apply via CharityJob with your CV and a covering letter (max 2 pages) telling us:

- Why this role appeals to you
- An example of a campaign, event, or programme you planned and delivered

Closing date: Tuesday 15 December 2026
Informal chats: week commencing 11 January 2027
Interviews: week commencing 18 January 2027

Rainy Day Trust is committed to equality, diversity, and inclusion. We welcome applications from everyone, regardless of age, disability, gender, neurodiversity, race, religion, sexual orientation, or other protected characteristics. We're happy to make reasonable adjustments at any stage of the recruitment process, just let us know what would help.