



Role Description

Role title:	Operations Manager (OM)
Reporting to:	Chief Executive
Weekly Hours:	37.5hrs p/w
Location:	Onsite (9 Bruce Grove, N17 6RA), Community role
Annual Salary:	£40,000 - £42,000 + 5% Pension, Leadership Development
Terms of Contract:	1 year with possibility of extension

Background:

If you believe in giving people the chance to rebuild their lives, BUBIC is where your operational leadership can make that impact real. We stand with individuals facing addiction - not as outsiders, but as a community rooted in peer support, lived experience, and human connection.

As Operations Manager (OM), you'll lead safe, high-quality services, guide a committed frontline team, ensure compliance, strengthen partnerships, and drive performance across all operations; keeping our work moving from outreach and hotspot engagement to groups, community stalls, and the everyday moments where trust is built. As part of BUBIC's commitment to meeting people where they are, the post holder will also share night-outreach duties with the Team Leader, working one evening per week (5pm-midnight, typically Wednesday or Friday) to reach those most visible and vulnerable at night, enabling early intervention, safer engagement, and stronger pathways into support. If you want your skills to fuel transformation and strengthen a community from within, this role gives you the platform to do exactly that.

In addition, this role is pivotal in delivering **BUBIC's Strategic Plan**, driving business development, staff development, service expansion, and organisational governance:

Business Development Contribution

The OM strengthens partnerships, supports funding strategy, provides operational evidence for bids, and contributes to growth initiatives such as pop-up BUBIC models and harm reduction bus feasibility.

Staff Development

The OM leads one to ones for the core staff and team leader, providing reflective practice, training, and wellbeing activities, and supports workforce planning aligned to strategic priorities.

Service Development

The OM oversees safe, high-quality delivery of outreach, groups, dual diagnosis support, Gateway training, and pilots' new services including outings, life-skills programmes, and community presence initiatives.

Governance & Profile

Working with the CEO, the OM ensures oversight of compliance, safeguarding, GDPR, reporting to Board and sub-groups, and contributes to annual accounts, supports AGM delivery, and strengthens organisational visibility through external representation

Operational Tasks:

1. Deliver High-Quality, Consistent Service Operations

(Service delivery, outreach, groups, events)

Have an oversight of weekly timetable of outreach, group sessions, service-user activities, and community events, ensuring consistency, alignment with community need.

- Step into frontline delivery where necessary to maintain continuity of service and model good practice.
- Work with the Team Leader to conduct regular risk assessments for operational activities, including evening outreach, group sessions, and community events.
- Maintain Health & Safety standards across all delivery sites, ensuring equipment, venues, and lone-working procedures are compliant.
- Lead reflective reviews of service delivery and implement corrective actions when issues arise, embedding continuous improvement.
- Manage own workload effectively, coordinating with the team to maintain smooth operational flow and timely completion of tasks.

2. Lead and Develop a High-Performing Team

(Team one to ones/group, leadership, development, culture)

- Provide regular one to ones for core staff and team leader, documenting development needs and progress.
- Lead effective team meetings, team building exercises, ensuring information flow, safeguarding updates, risk alerts, and performance trends are communicated clearly.
- Support team learning by identifying training and development needs and arranging internal/external development opportunities.
- Model professionalism by always mirroring the culture of BUBIC, organisational policies and employee handbook standards.
- Leadership development to build capacity, encouraging growth and succession planning.
- Promote a collaborative culture where staff “roll up their sleeves” and support one another in line with organisational values.

3. Monitor and Improve Service Performance

(KPIs, data, reporting, quality improvement)

- Track performance against all service KPIs, including outreach hours, engagement numbers, and group attendance.
- Translate KPI performance into monthly reports for the CEO, ensuring accuracy and insight.
- Analyse service data, identify gaps in performance, and implement targeted service improvements.

- Maintain high-quality standards across recording systems, including case notes, report writing, and monitoring data.
- Carry out quality audits on documentation, safeguarding logs, and operational compliance.
- Review feedback from service users, staff, volunteers, and partners, integrating learning into improved service design.
- Develop robust organisational systems to identify issues early and introduce corrective or preventive actions.

4. **Manage Compliance, Safeguarding, and Quality Assurance**

(Policies, procedures, governance, H&S, DBS, risk)

- Ensure compliance with all organisational policies and procedures, including safeguarding, equality, GDPR, and Health & Safety.
- Oversee safe recruitment, including DBS checks, references, and structured onboarding.
- Support the CEO with governance requirements, including policy reviews, updates, and ensuring procedures meet regulatory standards.
- Maintain accurate and up-to-date organisational risk assessments and coordinate periodic Health & Safety audits.
- Together with the Finance Lead, monitor petty cash handling and other financial processes to ensure full compliance with organisational requirements.
- Ensure all incidents, safeguarding concerns, and operational risks are logged, escalated, and managed appropriately.
- Promote a culture of best practice, modelling safe, non-judgmental behaviours.

5. **Strengthen Partnerships and Community Links**

(Relationships, referrals, visibility, community presence)

- Working with the Strategic Engagement Lead, to represent the organisation at external meetings, forums, and community events, strengthening partnerships and visibility.
- Develop new referral pathways and maintain strong links with local agencies, particularly those serving marginalised groups.
- Coordinate co-produced community projects and events, ensuring they meet quality, safety, and budget requirements.
- Deliver community-based presentations on relevant themes (substance misuse, wellbeing, public health).
- Build trusting relationships with partners to support shared outcomes and increase access for people who avoid formal services.
- Gather community intelligence to ensure outreach plans reflect real, emerging needs within the borough.

Model Person Specification – Operations Manager

The essential and desirable requirements for the role and how these will be assessed.

Criteria	Essential	Desirable
Education & Training	<p>APM, PRINCE2, or any relevant project/leadership qualification.</p> <p>NVQ Level 3+ (or equivalent) in Health & Social Care.</p>	<p>Demonstrable training/knowledge in substance misuse, harm reduction, psychosocial interventions, safeguarding, and community work.</p>
Knowledge & Skills	<p>Highly organised with strong planning and prioritisation skills.</p> <p>Some understanding of drug use, addiction, and its impact, including approaches such as harm reduction, peer support, SMART Recovery and 12-Step models.</p> <p>Some experience in facilitation, key working, conflict resolution, and boundary management.</p> <p>Knowledge of safeguarding adults, young people, risk management, and working with complex needs.</p> <p>Strong understanding of equality, diversity, inclusion, and community engagement.</p> <p>Proven leadership skills with the ability to build team accountability and manage performance.</p> <p>Strong partnership-building, communication, and negotiation skills.</p> <p>Ability to analyse service data and KPIs to inform decision-making and service improvement.</p> <p>Confident IT user, MS Package, SharePoint</p>	<p>Knowledge of local authority systems and community safety partnerships.</p> <p>Understanding of delivering change in complex environments.</p> <p>Experience in matrix management.</p> <p>Service redesign or co-production experience.</p>
Experience	<p>3+ years in community services substance misuse</p> <p>2+ years managing staff and volunteers.</p> <p>Supervision & performance management</p> <p>Experience delivering outreach, groups, case management and strong reporting experience.</p>	<p>Project lifecycle experience.</p> <p>Budget management.</p> <p>Experience delivering service improvements.</p>
Personal Attributes	<p>Calm, logical, assertive under pressure.</p> <p>Organised and proactive.</p> <p>Empathetic and committed to inclusion.</p> <p>Reflective and open to learning.</p> <p>Values-led and able to inspire others.</p>	<p>Relevant lived experience (recovery, community advocacy).</p>
Additional Requirements	<p>Flexible working pattern (evenings/some weekends as needed). Ability to travel locally.</p>	<p>Full UK driving licence.</p>

BUBIC - Core Behaviours

These behaviours set clear expectations for everyone working at BUBIC. They apply to current staff, volunteers, new starters, managers and leaders alike.

- Lead by example. Model the behaviors you expect from others.
- Work as one team. Support each other, share knowledge, and avoid silos or favoritism.
- Communicate clearly and honestly. Say what you mean, listen properly, and close the loop.
- Be accountable. Take responsibility for your actions, decisions and impact.
- Be reliable and consistent. Do what you say you will do.
- Welcome lived experience and different perspectives. Every voice matters.
- Give constructive feedback. Challenge respectfully and focus on solutions, not blame.

Our Values

- **Authenticity**
When we dare to be who we truly are, that's where real transformation begins.
- **Opportunities**
Every moment is an opening; we shape change by choosing to step into it.
- **Rebuilding**
From individuals to whole communities, we restore, renew, and rise stronger together.
- **Inclusion**
Our diversity is our power, and everyone has a place, a voice, and a chance to thrive.

If this sounds like the right fit and you'd like to discuss the role further, please email us at HR@bubic.org.uk and we'll arrange a phone or online conversation with you.

To apply, submit your CV and a cover letter of 250 words outlining your interest and suitability. Please send your documents to HR@bubic.org.uk

Application and Selection Process

Closing Date	31 st March 2026
Stage 1 – Online Interview	8 th April 2026
Stage 2 – Onsite Interview	10 th April 2026
Appointment & Start date (subject to vetting: Enhanced DBS, *2 reference)	20 th April 2026

This role is based full-time at BUBIC's office location. Please note that, due to the layout of the building, the office is currently not fully accessible from a mobility perspective, as access requires the use of stairs and there is no lift available. Unfortunately, adjustments to remove this barrier are very limited due to the structure of the building.

BUBIC is committed to equality of opportunity and supporting disabled applicants wherever possible. We are happy to discuss and implement reasonable adjustments in other aspects of the recruitment process and the role to support candidates and employees with disabilities, in line with the Equality Act 2010.