



Strategic Operations Director

Role Profile & Person Specification

About RSPCA Warrington, Halton and St Helens

RSPCA Warrington, Halton and St Helens (RSPCA WHS) have been caring for some of the most vulnerable animals in the local area for over 60 years. We are an independently funded branch operating under the national RSPCA umbrella, entirely responsible for raising our own funds and shaping our own future.

Our small and brilliant team of animal care and support staff, alongside a dedicated volunteer community, run our kennel and cattery facility, a foster network, and a rehoming programme for dogs and cats who have been rescued and rehabilitated. We also provide care for animals whose owners are being prosecuted for cruelty and neglect, carrying out some of the most important welfare work in our region.

We are at an exciting point in our development. We have a vision for the future, a committed board of trustees, and a team that is ready to be led well. As we move towards CIO status in 2027 and pursue our strategic ambitions, this is a genuinely compelling opportunity for a leader who wants to make a real and lasting difference.

Role Details

Job Title	Strategic Operations Manager
Employer	RSPCA Warrington, Halton and St Helens
Location	Warrington Animal Centre, Slutchers Lane, Warrington
Accountable To	Board of Trustees
Direct Reports	Animal Care Manager, Branch Support Manager
Contract	Permanent
Salary	£38,000 - £42,000 FTE depending on skills and experience
Hours	Full time or four days per week considered (pro rata salary of £30,400 - £33,600 for 4 days)

RSPCA WHS

	Full time hours = 37.5 per week, Monday – Sunday Weekend and evening working is sometimes required.
Home Working	Up to one day per week

About the Role

This is a senior leadership role with full operational oversight of the branch. Reporting directly to the board of trustees, the post-holder holds line management responsibility for the Animal Care Manager and Branch Support Manager, and through them the wider staff and volunteer team.

We have a clear vision and plan in place, and we are looking for a leader who can move from planning to delivery. That means driving progress on agreed priorities, growing and diversifying our income, and building a team culture rooted in trust, accountability and a shared commitment to animal welfare.

Animal welfare environments can be emotionally demanding. The animals in our care have often experienced significant suffering, and our team carries that weight every day. We are looking for a leader who brings genuine empathy and care alongside the focus and resilience needed to keep the team motivated, supported and working towards our goals. The ability to hold those things in balance, caring for people while keeping sight of purpose, is central to this role.

The branch is preparing for transition to CIO status in 2027. The post-holder will lead the operational aspects of this transition, working closely with the board who hold responsibility for the governance requirements.

Key Objectives

Operational Leadership

- Provide visible, hands-on day-to-day leadership for the branch and its team
- Line manage the Animal Care Manager and Branch Support Manager, setting clear objectives, supporting training and development and ensuring high performance standards
- Oversee budget management and banking activity, with regular financial reporting to the board
- Ensure Health and Safety compliance across all site operations

RSPCA WHS

- Manage recruitment, performance review, employee development and HR processes for the branch
- Ensure the branch meets its obligations under RSPCA national standards and relevant legislation
- Lead the operational aspects of the branch transition to CIO status by April 2027
- Liaise with existing and developing third parties (e.g. accountant, HR, national society contacts)

Income Generation and Financial Sustainability

- Drive income generation and fundraising activity across the branch, working with the team and volunteers
- Identify and pursue new income streams, partnership opportunities and grant funding
- Deliver the fundraising strategy, and contribute actively to shaping it to ensure financial targets are met
- Manage the branch budget, produce monthly reports for trustees and maintain sound financial controls in line with existing policy

Strategy and Development

- Deliver the branch vision and plan, and contribute actively to shaping its ongoing development
- Assess and define the operational model required for sustainable activity, with a focus on fostering growth, public engagement and income diversification
- Mobilise agreed development plans including the kennel leasing model, foster network expansion and cross-branch partnership working
- Report to and engage with the board of trustees through regular written reports, board meeting attendance and direct dialogue
- Review the current team structure, skills base and resourcing model and bring evidence-based recommendations to the board to ensure the organisation is structured appropriately for its ambitions.

People and Culture

- Build and embed a positive team culture built on trust, clear expectations and mutual respect
- Support the development and progression of staff and volunteers
- Address performance and interpersonal issues with confidence, care and consistency

RSPCA WHS

- Ensure the team has clear priorities, the right support, and the motivation to deliver

Animal Welfare

- Maintain overall accountability for the welfare of all animals in the branch's care
- Ensure robust processes for escalating and responding to welfare and medical concerns
- Work with the Animal Care Manager to uphold the highest standards of care across all facilities and the foster network

Person Specification

Essential

- A track record of leading and managing teams through periods of change
- Demonstrable experience in income generation, fundraising or business development
- Experience of line managing staff and/or volunteers, including performance review and development
- Direct responsibility for budget management and financial reporting
- Strong interpersonal and communication skills, with the ability to build trust quickly across a range of people
- Confidence to hold difficult conversations constructively and manage performance with care and consistency
- A genuine commitment to animal welfare and affinity with our mission
- A-Level qualifications, or equivalent experience
- A full UK driving licence

Desirable

- Experience working in the charity or third sector
- Experience of working in animal welfare
- Knowledge/Understanding of a federated charity operating model
- Health and Safety management experience in an operational setting
- Experience reporting to a board of trustees/directors or equivalent governance body
- Management certification

You Are

RSPCA WHS

- Empathetic and emotionally aware, with the ability to support a team working in a challenging environment
- Motivational and empowering in how you lead, developing people and bringing out the best in them
- Decisive and action-oriented, moving things forward without losing the team along the way
- Consistent and fair in how you manage people, applying the same standards across the board
- Commercially minded, with an eye for opportunity and the drive to convert it
- Credible and confident in public-facing situations, representing the branch with warmth and professionalism
- Resilient under pressure, with a calm and grounded approach when things are difficult

We welcome applications from candidates looking to take a step up in their career, where the right attitude and clear potential are evident.

What We Offer

- Excellent remuneration package
- Full uniform and job-related equipment
- 28 days annual leave
- Employee Assistance Programme
- Full time or four days per week considered
- Up to one day per week working from home
- A supportive and engaged board with clear delegation and decision-making parameters
- A talented and committed team ready for strong leadership
- Genuine scope to shape the direction of the organisation at a pivotal moment
- A meaningful mission with real impact across Warrington, Halton and St Helens