

CAREERS AT TLG

TLG transforming
lives for good



Operations Manager

JOB DESCRIPTION



we are **transforming lives for good**

Transforming Lives for Good (TLG) is a national charity that helps churches to bring hope and a future for struggling children. That means getting alongside struggling children, providing practical support in and out of school and connecting with home to bring hope and a future.

All over the UK, children are struggling in school for all kinds of reasons and many families are suffering without hope. Nationally, the latest statistics show that:

- Children living in poverty are 4 times more likely to get a permanent exclusion from school
- More than two thirds of the current prison population were excluded from school
- One in six 16-24 year old 'NEETs' (those not in Education, Employment or Training) die within ten years of falling out of the system
- One million children are living in destitution - the most severe form of poverty (JRF 2023)

But there is hope.

It comes through the local church making a real difference in their community. TLG is passionate about bringing a practical approach that goes way beyond education and works to build strong connections between local churches, families and schools. At TLG, we have a big vision to make the difference in as many children and families lives as possible. We are transforming lives for good!



TLG's culture & values

At TLG, our work is our vocation, giving us a rich sense of purpose. We also believe work can be a great experience and enable people to grow into their full potential. In fact, we are recognised nationally as an exceptional place to work. In 2019, we were named the best charity to work for in the UK by the prestigious Sunday Times Best Organisations to Work for.

This special award highlights all the positives about working at TLG! We love to look after our team and here are some of the great benefits we offer:

- Fun team times away
- Retreat days for staff
- Generous holidays and flexible working arrangements
- Above and beyond recognition for high-performing staff
- Support for staff with counselling and coaching
- Contributions towards training and professional qualifications.

Our Values

Holding to these values is vital in all aspects of our growth.

- **Greater Transformation**
Relentlessly focussed on the main thing (TLG's mission and vision), energised by the challenge, and deliberately missional.
- **Relational Leadership**
Bringing out the 'gold' in others, 'leaning in' when it's relationally tough, and humble yet courageous.
- **Local Church**
Celebrating the Church, grace and patience in partnership, and rooted in the local church community.
- **Excellence Every Day**
Joyfully exceeding expectations, learning from failure, and knowing uncertainty doesn't throw us.
- **Vibrant Faith**
Nurturing our own walk with God, following Jesus together even when it's tough, and realising work is mission – so much more than a job.

Operations Manager

Location:	Hybrid/Office-Based – TLG’s National Support Centre, West Yorkshire: minimum 40% office-based including Tuesdays
Salary:	£37,066 - £40,090 (FTE)
Hours:	22.5-37.5 per week (0.6 – 1.0 FTE)
Reporting to:	Head of People & Operations
Contract:	Permanent

About the role:

The Operations Manager sits at the very heart of TLG, working closely with the Executive Director to turn vision into reality and ensure the organisation runs smoothly at every level. From trustee board and governance rhythms, through the leadership team, and out across the whole organisation, this role is pivotal in holding together the systems, structures and environments that enable TLG to flourish.

Our Operations Manager will lead and coordinate core organisational functions, champion a healthy and effective office culture, and provide confident, cross-organisational leadership. With oversight of strategic and operational coordination, they will ensure that TLG’s systems, rhythms and ways of working are not just efficient, but actively support our people to thrive and our mission to be lived out day-to-day.

Your Impact:

We’re looking for someone who brings clarity, steadiness and strong operational instincts to a fast-moving, purpose-driven organisation. They will thrive on making organisational life run smoothly – someone who can confidently hold the rhythms, plans and processes that keep TLG functioning at its best, while translating bigger strategic priorities into clear, practical action.

This person will be naturally organised, proactive in spotting improvements and able to simplify complexity into manageable systems that serve the whole team. They will be comfortable influencing across the organisation, building trust, and partnering well with others. Above all, they will care deeply about TLG’s mission and bring a thoughtful, solutions-focused approach that strengthens our culture, compliance and operational excellence.

Job Purpose:

At the heart of the Operations Manager role is the opportunity to shape how TLG works at its best. This role brings strategic insight to the design and continual improvement of our organisational rhythms – streamlining key processes, strengthening ways of working, and unlocking efficiencies that free our people to focus on what matters most. By stewarding the operational heartbeat of TLG, the Operations Manager ensures that our rhythms are not only well-managed, but intentionally aligned with our mission, enabling clarity and momentum across the organisation.

Job Tasks:

Strategic Enablement & Organisational Leadership

- Provide confident oversight of TLG's governance rhythms and board effectiveness, working closely with the Chair and Executive Director to support strong trustee leadership. This includes leading quarterly board and committee cycles, coordinating high-quality board reporting, attending board meetings, supporting trustee onboarding and development, maintaining the trustee skills matrix, and ensuring governance processes are robust, joined-up and compliant with Charity Commission requirements.
- Lead the implementation of TLG's annual and termly strategic plans, holding the thread from board-level direction through to clear, practical delivery across the organisation.
- Shape and steward TLG's organisation-wide rhythms, ensuring key dates, planning cycles and training programmes are well-sequenced, aligned and sustainable, enabling teams to work at their best.
- Alongside the Head of Executive Strategy, support the effective operation of TLG's Core Leadership Team, enabling high-quality preparation, clear reporting and robust termly planning that strengthens collective leadership and decision-making.

Supporting Pioneering & Implementation

- Work closely with TLG's innovation team to help solve the operational challenges that naturally arise through pioneering and implementation, supporting the development, testing and embedding of new and innovative models that respond creatively to the evolving needs children are facing.
- Alongside the Head of Innovation & Executive Strategy, provide oversight and project management for a small number of key organisation-wide initiatives, ensuring clarity of scope, pace, ownership and follow-through, and helping to unblock complexity so strategic priorities are delivered well.

Supporting Pioneering & Implementation (cont.)

- Line manage the Executive Assistant to the Chief Executive & Executive Director.
- Work with the Head of Innovation & Executive Strategy to hold responsibility for ensuring all key strategic organisational-wide metrics are accessible, live, tracked and have clear targets.

People & Culture Operational Leadership

- Work with the People & Culture team to lead & run TLG's HR policy review process.
- Lead TLG's physical and hybrid working environment, ensuring our office space and design actively support connection, collaboration and wellbeing. Working closely with the Executive Assistant and the Managing Director at Hope Park Workspaces, this role helps shape an environment where people feel welcomed, valued and able to do their best work.
- Hold and shape TLG's internal communication rhythms, working in partnership with the Executive Assistant to the Chief Executive and Recruitment & Onboarding Specialist to ensure the organisation feels well-informed, well-planned and aligned.
- Lead the strategic and operational coordination of TLG's two annual staff conferences and all staff events, working closely with the Executive Assistant to the CEO to create moments that build connection, clarity and shared purpose.
- Champion the continual improvement of TLG's mandatory training platforms and rhythms, working with the Recruitment & Onboarding Specialist to ensure training is meaningful, timely and embedded into organisational life.

Risk Management & Compliance

- Oversee TLG's 'Excellence Standards', ensuring we pertain to the right standards in key areas of compliance, including safeguarding, health and safety, governance, data protection, and partnering effectively with the Fundraising, People & Culture and Finance teams to support compliance.
- Act as TLG's lead Health & Safety Officer, providing oversight of health and safety compliance, maintaining up-to-date policies and risk assessments, and ensuring our working environments are safe, well-managed and legally compliant.
- Create a structure of review around all external legal requirements and developments that will impact TLG operationally, partnering closely with the People & Culture and Finance teams, ensuring legal requirements are met and implemented through leading on TLG's policy review cycle.

Additional Responsibilities:

- Attend, fully participate in and, on occasions, lead daily Christian devotionals and times of worship for the staff team.
- Attend TLG's Staff Conference twice a year. This includes active participation in corporate Christian prayer and worship and the opportunity to share faith testimonies of young people involved in TLG programmes.
- Play an active part in promoting the work of TLG including the recruitment of individual regular donors through TLG Hope Giver scheme.
- Take on additional responsibilities for tasks as your role develops.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • A good level of general education, including GCSE Maths and English plus A-levels or equivalent. • Educated to degree level. 	<ul style="list-style-type: none"> • Qualification in Project Management i.e. Agile. • Health & Safety Officer.
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> • Strong organisational skills with the ability to manage multiple systems, processes and competing priorities. • Excellent time-management and the ability to plan, sequence and deliver organisational rhythms with accuracy and consistency. • Ability to simplify complex information into clear, actionable steps. • Confidence in maintaining compliant, well-structured systems and spotting areas for improvement. • Clear, professional communication skills (written and verbal) with the ability to work effectively across teams and senior levels. • Strong interpersonal skills that build trust and enable effective collaboration across the organisation. • Ability to support healthy internal communication rhythms and foster positive office culture. • Ability to learn new systems quickly and support others in navigating them. • A solutions-focused mindset with a proactive approach to identifying improvements. • Calm, steady judgement in a fast-paced environment. 	<ul style="list-style-type: none"> • Proficient at Microsoft 365. • Knowledge of industry regulations and standards, ensuring compliance with legal and regulatory requirements (including charity sector governance). • Understanding of organisational planning cycles, budget processes and internal controls. • Comfortable handling data, maintaining dashboards and preparing reports (including for senior leaders and boards).

PERSON SPECIFICATION CONT.

	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with multiple stakeholders • Leadership and management skills, able to encourage and inspire direct reports. • A track record of streamlining processes, managing organizational workflows and improving the efficiency of operational systems. • Experience supporting people processes such as onboarding and internal communications. • Experience delivering internal events or staff engagement activities and contributing to a positive workplace culture. • Experience working with a range of internal stakeholders, ideally including senior leaders, and navigating competing priorities with clarity and professionalism. 	<ul style="list-style-type: none"> • Experience supporting or coordinating organizational cycles, planning processes or cross-team rhythms in a fast-moving environment • Familiarity with managing or supporting areas such as Health & Safety, GDPR, policy frameworks, or other organisational compliance requirements. • Some exposure to office management, workspace coordination, hybrid-working environments or supporting physical working environments.
CHRISTIAN LIFESTYLE	<ul style="list-style-type: none"> • Commitment to actively pursue the on-going personal, professional and spiritual development of themselves and colleagues to enhance the contribution to TLG. • Attends and participates where possible in prayer meetings and staff conferences. • Able to work sensitively with those of different cultures and faiths whilst having their own strong and vibrant Christian faith. 	
ADDITIONAL	<ul style="list-style-type: none"> • Provide 3 referees - at least one referee needs to represent Christian commitment and be able to comment on your faith and growth as a Christian. • Provide evidence of suitability to work in the UK and appropriate qualifications. 	



Application process

Apply today through our website:

www.tlg.org.uk/careers

- After clicking 'Apply', you'll be taken to an online application form. This will include uploading a personal statement explaining how you meet the criteria outlined in the job description for this role and your motivation for applying. There will also be some questions exploring how your faith relates to your working life, and an option to upload a CV later in the form.
- After the closing date, we'll be in touch via email. If you've been shortlisted for the role, you will receive an invitation for a short initial interview which will be held online.
- If successful following your initial interview, we'll then invite you to a final interview in person at our National Support Centre in West Yorkshire.

You can find the closing and interview dates in the role's advert on our website.

We would welcome applications from candidates from diverse backgrounds to enable us to better reflect the needs of the communities we serve.

Having trouble with your application?

If you have any problems with the online application process, please contact recruitment@tlg.org.uk and someone will get back to you as soon as possible.

Note: If you're having trouble, please check Website Tracking and Third-Party Cookies are enabled, and you have updated to the latest version of your browser and device software.