**Operations Manager**

**Job Title:** Operations Manager

**Employer:** Home-Start Wokingham District (registered address: WADE Day Centre, 40 Reading Road, Wokingham, RG41 1EH)

**Salary:** NJC Scale 26 (£37,035) to 30 (£39,513) FTE, actual £24,906 - £26,342

**Hours:** Part time - 25 hours per week, spread over a minimum of 4 days

**Location:** Hybrid, between WADE Day Centre and home, with travel in and around the Wokingham Borough area

**Contract:** Permanent

**Reporting to:** Trustees

**Responsible for:** All Home-Start Wokingham employees and volunteers

**Closing Date: 12th March 2025**

Please email [admin@home-startwd.org.uk](mailto:admin@home-startwd.org.uk) for an application pack

**About Home-Start Wokingham District**

Home-Start Wokingham District (part of Home-Start UK) supports ordinary parents going through extraordinary times. We recruit and train Volunteers to deliver a weekly home-visiting service offering practical and emotional support to families with a child under 5.

For people finding parenthood a real struggle because of having to cope with isolation, or depression, or a child’s illness or disability, or relationship issues, or twins or triplets, Home-Start has been described as ‘ARMBANDS IN DEEP WATER’. We offer a lifeline to parents who feel overwhelmed and in desperate need of support, reassurance and friendship.

**About the role**

The role of Operations Manager will oversee the day-to-day management of Home-Start Wokingham District, managing the small but effective team, reporting to the Board of Trustees. This is an exciting time to join Home-Start Wokingham District, as we have recently secured funding from the National Lottery to support the vital services we offer to families, as well as beginning to develop new services to meet the changing need in the Borough. The postholder will be the public face of Home-Start Wokingham District, representing the scheme at networking events, and liaising with stakeholders across the Borough to ensure that we play an active part in the local offer to families with children under 5.

Role Responsibilities:

* Budgeting and day to day financial management, working in conjunction with the Treasurer
* Team management, including running team meetings, regular supervisions and performance management
* In conjunction with the Trustees, lead strategic planning and own the multi-year Strategic Plan
* Manage reporting and lead the scheme’s use of Charity Log
* Lead policy management, ensuring monitoring updating of policies and liaising with Home-Start UK
* In conjunction with the Governance Committee, ensure Home-Start UK quality assurance standards are met, and audits submitted
* In conjunction with the Trustee Safeguarding Lead, act as a joint Safeguarding lead for the scheme
* Lead the volunteer process, including recruitment, onboarding, training and management
* Be the public face of Home-Start Wokingham District, including attending networking events, and engaging with key local stakeholders (such as the Borough Council and other voluntary organisations) to raise the profile of the scheme
* In conjunction with the Fundraiser, oversee social media and marketing, including the promotion of Home-Start Wokingham
* Manage the day-to-day operations of the scheme, including health and safety, GDPR, Trustee meetings and maintaining an overview of family support work

Please note, the post holder may be required to undertake any other duties as needed, for the benefit of Home-Start Wokingham District and the families we support.

**Who are we looking for?**

Alongside a clean driving license, and enhanced DBS check, the ideal candidate **must** have:

* Strong leadership skills, with demonstrable experience of leading, developing and motivating a team
* Experience of working with children and families, and an understanding of the needs of families with young children
* An understanding of the voluntary sector
* Knowledge of safeguarding issues, legislation and processes
* Confident in developing relationships and partnerships with a variety of stakeholders
* Excellent planning and organisational skills
* Good IT skills with a demonstrable knowledge of Microsoft Office and databases
* Experience of leading a project, planning process or similar

The ideal candidate **could also** have:

* Experience of working in a charity in any capacity
* A qualification relating to working with children, such as Early Years Practitioner/Educator, QTS/PGCE, or other relevant qualification
* Experience collating information and preparing reports
* Experience presenting and/or attending networking events