

## Operations Manager

*Charity Development, Strategy, Operations, Safeguarding, HR, Networking, Policy, Comms*

The Operations Manager is responsible for overseeing the effective delivery of all Yada's services, the development, implementation, running and the long-term strategy of Yada including team management, networking, policy and oversight of The Esther Project, Yada training and communications.

**Line Manager:** CEO

**Hours/Days:** 28 - 35 hours per week (Monday to Friday)

**Salary:** £32,177.60 (full time equivalent)

**Start date:** 30 June 2025

**Contract:** One year fixed term, to be extended, subject to funding

**Location:** Yada Offices, West Worthing

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

Key responsibilities:

### Yada Development/Strategy

- To support the CEO in the development of organisational strategy
- To support the CEO with identifying project goals and reviewing timelines
- To work with the CEO on the evaluation of pilot projects and creation of future project plans
- To work with the CEO to oversee the long-term vision of Yada
- To support the CEO with monitoring, evaluating and reporting on Yada projects

### Operations/HR

- To regularly review, evaluate and monitor Yada operations
- To ensure Yada's operations are aligned with the strategic direction of the charity
- To review, manage, update and maintain all Yada systems and processes
- To line manage the TEP lead to support the management, review and development of the outreach project, including TEP systems and processes
- To line manage the Yada Training Lead
- To line manage the Yada communications role
- To manage relationship with In-house counsellors
- To recruit/train/induct staff and volunteers for projects, with the TEP Lead as appropriate
- To offer regular training and supervision for volunteers not related to TEP
- To oversee the conduction of research including research volunteers
- To be responsible for compliance with Data Protection/GDPR
- To act as Health & Safety officer
- To oversee management of DBS scheme
- To identify training and development needs within the organisation

- To keep up-to-date with research that is relevant to the field and allow this to inform practice
- To manage the Yada office
- To oversee production of staff reports for quarterly Trustee meetings
- To support the CEO with managing and hosting monthly team meetings
- To plan and manage and host annual staff team away day
- To line manage other staff roles as appropriate and as the charity develops

### **Safeguarding**

- Oversee Yada's safeguarding process
- Lead on fortnightly safeguarding meetings with TEP Lead and team
- Act as Safeguarding Lead for the charity
- Report to Trustees on safeguarding concerns

### **Networking**

- To network with key local contacts
- To be point of contact for Beyond The Streets
- Working closely with the TEP lead, to regularly attend and oversee appropriate attendance at Network meetings:
- To be Point of Contact with Sussex Police and support the development of Yada's Police partnership at county and regional level
- To develop our network across Worthing, Adur, Arun & Chichester with other local services, charities, churches, faith groups, community groups

### **Policy**

- To oversee Yada's policies, including conducting and scheduling regular reviews and ensuring our policies are legally compliant.
- To develop and review risk assessments and policies in response to new projects
- To liaise with Board of Trustee re policy reviews

### **Communications**

- To oversee our annual communications strategy
- To regularly review Yada website content and flag items for update
- To oversee completion of quarterly newsletter

### **Other Duties**

- Other duties from time to time as we may reasonably require

## **Operations Manager - Person Specification**

### **Christian values**

- Ability to work within Yada's vision, mission and Christian ethos.

### **Working with adults with complex needs**

#### **Essential**

- At least 2 years experience of working with adults with complex needs
- Experience of acting as Safeguarding Lead or Deputy in adult care, and/or a willingness to be trained to the level of Safeguarding Lead
- Experience and understanding of safeguarding adults practice and legislation
- Experience of working within a trauma and gender informed approach

#### **Desirable**

- Experience of supporting vulnerable women
- Knowledge of the sectors that support women only (eg. VAWG)
- Knowledge of modern slavery and/or sex trafficking sectors and processes
- Knowledge of issues around lone working

### **Leadership, operations and managing staff**

#### **Essential**

- At least 2 years experience of managing a team of staff with diverse projects, including recruiting and inducting staff
- A proven track record of successful delivery of services supporting vulnerable people
- Good experience of project management, including goal setting, evaluation and reporting
- Strong IT skills including Word, Excel, Google Drive and Lamplight Database (or equivalent)
- Experience of supporting with the strategic development of a charity
- Experience of reviewing, managing and updating processes and systems
- An understanding of policies related to the legal functions of a charity
- Experience of reviewing risk assessments
- Experience of implementing change management processes
- Ability to interpret quantitative and qualitative data and use it effectively to produce reports and understand where improvements are required
- Proven ability to manage a demanding and varied workload and balance numerous competing priorities with effective outcomes
- Excellent communication and listening skills

### **Partnership building**

#### **Essential**

- Demonstrable ability to work effectively and collaboratively with partners
- Good experience of developing new sustained partnerships with beneficial outcomes

Driving licence is required  
DBS essential

### **How to Apply**

Please send a CV and cover letter, specifically addressing the Job Description and Person Specification, to [helen@yadauk.org](mailto:helen@yadauk.org) by midnight on Wednesday 30th April 2025. Initial interviews will take place during the week commencing Monday 12th May 2025 with follow up interviews the week after.. Please note that we are actively interviewing so early applications are advisable.