



Community Matters (Yorkshire)

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| Job Title: | OPERATIONS MANAGER |
| Reporting To: | Chief Officer |
| Responsible For: | Staff Team and Service Delivery |
| Salary: | £35412 pro rata |
| Hours: | 21 hours per week (flexible working will be considered) |
| Location: | Leeds |
| Appointment: | 2-year fixed term contract with possibility of extension depending on funding availability |
| Pension: | NEST pension contribution |
| Closing Date: | 8th March 2026 |

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| Introduction | This is a new role in Community Matters helping the organisation to support small charities and communities. |
| Job Overview and Summary | <p>The Operations Manager will play a crucial role in shaping and delivering the day to day operations of Community Matters</p> <p>The post-holder will be responsible for some staff and functional management, including administration, service delivery, organisational development, external communication. They will contribute to financial oversight, funding, influencing decision-makers and engaging stakeholders,</p> <p>The Operations Manager position is ideal for an individual with previous experience of operational management and income generation, with proven success in securing funding from trusts, foundations and grant-making bodies, including corporate organisations.</p> <p>This role requires a strategic thinker with strong project management skills and expertise, policy understanding, and excellent communication skills. The post-holder will also work with internal stakeholders, partner organisations and the public to deliver business support to small charities.</p> |

Main Duties/Tasks

Core Functions:

- Oversee the charity's day-to-day operations, ensuring efficiency and compliance;
- Key responsibilities include, but not limited to: grant applications, managing budgets and resources, developing and implementing policies and procedure, ensuring compliance with regulations, and working with senior leadership to align operations with the charity's strategic goals.
- The role also involves staff management, stakeholder engagement, and often reporting to the board of trustees. Contribute to strategic documents and papers for Trustees.

Key Areas of Responsibility:

- Strategic Planning and Development: work alongside the Chief Officer and Board of Trustees to develop, drive and implement the charity's overall strategy and business plans;
- Financial Management: contribute to operational budgets, monitor performance against KPIs, and prepare reports for management, trustees and funders, donors and other stakeholders;
- Governance and Compliance: ensure the charity operates ethically and in compliance with all relevant legal, financial, governance and regulatory requirements, including data protection, health and safety, including risk management for activities and events, and safeguarding.

Income Generation:

The post-holder will:

- Work closely with The Chief Officer, to research new funding opportunities, building and sustaining strong relationships with new and existing funder;
- Prepare grant applications and maintain a comprehensive database of funders, opportunities and grant applications, in addition to managing and evaluating bids to ensure optimal outcomes;
- Contribute to the charity's earned-income strategy, helping to develop strategies which maximise income.

Key Operational Responsibilities:

- Policy and Procedures: develop, review, and implement policies and procedures to ensure they are current, accessible, and support best practices;
- Risk Management: manage the charity's risk register and ensure processes are in place for monitoring and mitigating risks, including facilities management;
- Human Resources: staff and volunteer management including supporting staff recruitment, induction, supervision, manage their continuing professional development (training), appraisal, team communications, and manage human resource contracts and systems including disciplinary and grievance procedures.
- Stakeholder Engagement: liaise and work with Commissioning Boards, community groups, partners, and other stakeholders to build and maintain positive relationships;
- Service Delivery: support the delivery of the charity's organizational support services, ensuring they meet quality standards and funder requirements.

Required Skills and Experience:

- Excellent leadership and organisational skills;
- Strong financial acumen, including budgeting and forecasting;
- Proficiency with relevant software and digital tools;
- Strong communication, both written and verbal;
- Attention to detail and process-oriented mindset;
- Experience in policy and procedural development and implementation
- Organisational effectiveness – including knowledge of charity law, fundraising regulations, case management, data storage systems and data protection (e.g., GDPR, Data Protection, etc.)

Any other reasonable duties as required by your line manager.

PERSON SPECIFICATION

| | Essential | Desirable |
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| Qualifications, Knowledge and Experience | <ul style="list-style-type: none"> ● Minimum 2 years' experience in operations management for example project management, providing professional support to Trustees, Senior Management Team, Staff and Volunteers; ● Proven experience in project management, people management and financial oversight, ideally in a charity, or similar sector; ● At least 2 years' experience of office administration/management or providing support to a senior leader, management team or board; ● Experience of budget management or assisting with an organisation's financial management; ● Understanding of the regulatory and governance requirements of charities; ● Experience and proven track record of writing successful funding, grants applications and biddings; ● Experience in stakeholder engagement, including working with funders, donors, politicians, government officials, or partner organisations; ● A demonstrable track record of developing and delivering impactful services that enhance ethical advocacy and campaigns that influence decision-makers and make positive changes. | <ul style="list-style-type: none"> ● Experience of using a CRM system or database such as CiviCRN+M |
| Skills and Attributes | <ul style="list-style-type: none"> ● Commitment to principles of equality, diversity, inclusion and collaborative working; ● Excellent written and verbal communication skills, with the ability to translate complex policy issues into clear, compelling messaging that fits funding priorities ● Effective networking and influencing skills ● Ability to build strong working relationships internally and externally at all levels; ● Ability to work in a logical and organised manner ● Ability to work effectively as part of a team as well as independently | <ul style="list-style-type: none"> ● Experience of public speaking/ presenting at Board or Committee level; ● Experience of delivering training and workshops; ● Use of CRM such as CiviCRM. |

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| | <ul style="list-style-type: none"> ● Self-motivated and positive attitude with the ability to work under pressure, prioritise workloads, and respond quickly to political or media developments; ● Demonstrable IT skills including Microsoft packages ● Exceptional presentation skills with the ability to get information and ideas across clearly and succinctly to all audiences; ● A creative and lateral thinker with the ability to look for innovative solutions to problems; ● Highly creative, with experience in identifying target audiences and devising services that engage, inform, and motivate funding and partnership opportunities. | |
| Additional Requirements | <ul style="list-style-type: none"> ● Commitment to continuing professional development; ● Willingness to get involved with activities across and beyond the charity | <ul style="list-style-type: none"> ● Willingness to occasionally work outside of normal office hours including weekends and evenings |

HOW TO APPLY

Please read the job description and person specification and e-mail your completed Application Form and Monitoring Form to admin@communitymatters.org.uk

Should you wish to discuss the role further in confidence or ask any questions about the role, please send your question(s) to john.wilson@communitymatters.org.uk or contact us on: **07754764789** (Monday to Friday, 9.30am to 5pm UK time).