

# Job Description - Head of Operations



<b>Post Title</b>	<b>Head of Operations</b> It is an occupational requirement that applications are open to women only, as permitted and defined under Schedule 9 Part 1 of the Equality Act 2010 and appropriate guidance.
<b>Responsible to</b>	CEO
<b>Location</b>	Nottingham Women's Centre 30 Chaucer Street, Nottingham, NG1 5LP
<b>Hours</b>	37 hours per week
<b>Salary</b>	£38,914 per annum
<b>Contract</b>	Permanent
<b>Closing date</b>	6pm 22 October 2025
<b>Interview date</b>	Dates during w/c 3 November and w/c 11 November 2025

## About us

Nottingham Women's Centre is a women's community and services space dedicated to helping women to overcome barriers, have their voices heard and seek solutions that create a better future for themselves. We do this by offering a network of services that include counselling, advice and guidance, courses, health and well-being activities, volunteering, focussed campaigning and activism.

## General Description

We are looking for an experienced Operational Lead to join our senior leadership team at an exciting point of change and development for the organisation. This is a brand new influential role designed to support our CEO in building our organisational fitness for the future through its infrastructure, including health & safety, people management, data and technology and the running of our building at Chaucer Street. It is a wonderful opportunity to lead on the creation of sustainable mechanisms to improve ways of working in the challenging and evolving charity services sector. It is a role that will directly enable our front line teams spend more time with and create improved outcomes with the women we are here to support.

## Key Responsibilities

### Operational Leadership inc

- Oversee day-to-day operations across the organisation.
- Develop and implement operational policies, planning and procedures.
- Support continuous learning and improvement in organisational effectiveness

### Governance, Compliance & Risk inc

- Ensure compliance with all legal, regulatory, and contractual obligations
- Maintain and monitor the risk management register and oversight of all organisational policies
- Support the SLT, Board and CEO with governance processes and reporting (internally & funder)

**IT, Systems & Infrastructure inc**

- Oversee the charity's IT systems, databases, and technology infrastructure.
- Lead on digital transformation and ensure tools and systems support effective service delivery
- Maintain information security standards and appropriate accreditations

**Finance & Resource Management inc**

- Collaborate with the Head of Finance to ensure robust financial planning, budgeting, and reporting for operations
- Monitor organisational performance against key budgets and metrics.
- Work with teams to ensure and increase value for money across contracts and expenses
- Support funding bids primarily where linked to core and operational costs

**HR and People Management inc**

- Support the People Officer in the development of People strategy and implementation (recruitment, performance, wellbeing, learning & development).
- Champion a positive, feminist and inclusive workplace culture.
- Ensure compliance with employment law and best practice in HR.

**Service leadership inc**

- The role currently includes management of the reception and admin team who support women as they come into the building and utilise the welcome space for activities as well as support the logistical running of the building

**Facilities & Health and Safety inc**

- Manage the charity's facilities (offices, community spaces, etc.) and ensure safe working environments.
- Oversee health and safety compliance and business continuity planning.

**Leadership and Strategic Input**

- Contribute to organisational strategy and business planning.
- Work closely with other members of the senior leadership team to ensure alignment across contracts, teams and activity offers
- Build and maintain working partnerships with external organisations
- Support and develop your team ensuring they are competent and empowered to undertake their roles and support you and the organisation deliver quality services
- Ensure that all work is carried out in accordance with relevant legislation and Nottingham Women's Centre policies and procedures, including the Centre's Equal Opportunities policy and Health and Safety Policy.
- Deputise for the CEO as required.

The nature of the role and organisation will require you to be flexible and you may be asked carry out any other duties commensurate with this post.

## Notes

- As part of our anti-racism work we aim for 50% of shortlisted candidates to be from an ethnic minority. This positive action is being taken to further diversify our team. All shortlisted candidates must meet the essential minimum criteria which are marked with a \* on the person specification.
- We offer a generous amount of leave, opportunities for flexible and or hybrid working, workplace pension, personal development and a supportive working environment that includes access to an employee assistance programme.
- This post is subject to completion of a three-month probationary period.
- An enhanced DBS clearance is required for this role.

## Person Specification

Please address each criteria in your application.



Nottingham  
Women's Centre  
come on in

	Essential	Desirable	Assessed by		
			Applicati on form	Interview	Test
<b>Qualifications</b>	*Minimum of 5 GCSEs (or equivalent) including English and Maths and / or the ability to work at this level plus evidence of continuous professional development and self-directed learning	Degree level or equivalent qualification in a relevant area	✓	✓	
<b>Experience</b>	*Significant experience in operational leadership and budget management – developing new ways of working in different areas of the organisation and able to be responsive and flexible to the ever changing charity sector environment	New system implementation	✓	✓	✓
	Managing cross-functional teams, building quality, consistency and sustainability in delivery	Working in a front line service delivery organisation and supporting a lived experience work force	✓	✓	✓
	Relationship development and management of organisational stakeholders big and small such as tenants of the building, local councils and grant funders	Experience in a small charity or nonprofit setting with limited resources and capacity.	✓	✓	
	*Practical experience in overseeing a team delivering HR,	Specialist knowledge in a relevant area	✓	✓	

	<p>compliance, risk management, and health &amp; safety.</p> <p>*Experience in managing and development data capture and analytics, KPI design and reporting.</p>	Database and CRM (non-technical) development work	✓	✓	✓
<b>Skills and Knowledge</b>	*Values based people leadership building relationships, supporting development and delivery	Comfortable working where things are currently ambiguous	✓	✓	✓
	Effective communication and engagement skills to work with staff, volunteers and partners	Awareness of safeguarding best practice	✓	✓	✓
	Ability to work independently as well as across teams, bringing staff together		✓	✓	
	Familiarity with charity governance and regulatory compliance	Knowledge of GDPR and Charity Commission frameworks	✓	✓	✓
	*Manage multiple projects simultaneously, track and prioritise activity and focus for maximum impact.	Change management expertise	✓	✓	✓
	*Awareness of equality, diversity and inclusion and appropriate support through workplace requirements	Developing risk and impact assessments in support of change programmes	✓	✓	✓
<b>Personal Attributes</b>	*Adaptable, practical and resilient, able to support the emergent nature of demands in the organisation	Flexibility to support centre activities as and when required	✓	✓	
	*A collaborative and inclusive approach to leadership, based in feminist values		✓	✓	
	*Commitment to work in line with our values, policies, procedures and relevant legislation.			✓	