

Home-Start Wandsworth (HSW) Operations Manager

Contract: Permanent, Part-Time: 21 hours per week

Location: Battersea London / Hybrid working. Home-Start Wandsworth is an employer that values flexibility and employs a hybrid model of working

Salary: £32k - £35k FTE

Benefits: Flexible Retirement Plan with a contribution from Home-Start Wandsworth of 6% of salary, Death in Service Benefit of 3 x annual salary

Closing date for applications: Friday 31st October 2025

About Home Start Wandsworth:

Being a parent is never easy. But for some the challenges are even harder. Home-Start supports parents with children under 5, to overcome those additional challenges such as poverty, mental health or social isolation. Our volunteers work with families to build their strengths and give them the practical or emotional support they tell us they need. We offer non-judgmental, compassionate, and confidential help to make sure every child gets the best start in life.

Home-Start is a federated charity consisting of a central national office – Home-Start UK - and 178 geographically dispersed local Home-Start organisations, all working together under the same identity. Home-Start Wandsworth is one of those local organisations.

About the Role:

The Operations Manager is a senior leadership role with HSW, responsible for overseeing the operational effectiveness of the organisation. They will work closely with the Managing Director, and other members of the leadership team, to ensure the success and long term sustainability of the charity.

The role oversees the operational functions of the charity including HR, IT and Finance, as well as support of service development projects. The role also requires project management of grant applications, delivery and reporting, and plays a pivotal role in shaping how we measure, communicate and enhance the impact of our work. This is a strategic and hands-on leadership role.

Reports to:

Managing Director

Leadership

To work collaboratively with the Managing Director and other senior leaders to

- deliver the objectives of the organisation.
- develop our services & ways of working to ensure the charity's long term sustainability.
- engage and motivate the team to work efficiently and effectively - according to the strategy policies and commitments we have signed up to.
- work closely with the Family Support Manager, to ensure our data needs are aligned with our Impact Measurements.
- contribute to strategic planning and collaborate with external advisors on specialist projects as required.

Operations

- Oversee the implementation and development of operational policies and procedures, including GDPR, HR, Finance and IT.
- Ensure the systems, processes and policies the team are using are understood and working effectively and that ways of working are compliant with all current policies, or recommend changes as relevant.
- Manage the operations and ensure efficient use of resources.
- Manage the budget, reconciliation and year end accounting processes.
- Lead on operational projects and oversee office administration, tech support and premises management.
- Lead on Quality Assurance requirements related to operational delivery.
- Manage data collection and evaluation across multiple platforms including charity log.
- Produce tailored reports and insights for funders, Trustees and partners.
- Manage outsourced contracts.

Organisational Development

- Lead on service development projects to support agreed strategies, priorities and commitments, working with other members of the team as relevant.
- Explore/recommend other service developments that would benefit the organisation by engagement with other Home-starts and relevant organisations.

Grant Management

- Work closely with the Managing Director and Fundraising function to project manage grant and trust applications, deadlines and progress reports.
- To ensure effective monitoring of all grant & trust commitments & deliverables, liaising with other members of the team as appropriate.
- Deliver a regular report to the Board on performance against grants and trusts.

Team Management

- Provide direction to the Business Support Administrator to enable effective and efficient running of the organisation.
- Manage staff and freelancers according to the Home-Start Wandsworth procedures, policies and values.

Job Description

2025

- Support effective management of any **non** home visiting Volunteers supporting the organisation's work.

Line Management:

- Business Support Administrator
- Data specialist (freelance)

Knowledge, Skills and Experience:

- Strategic thinker with the ability to manage multiple projects and priorities
- Proven experience in operations management
- Experience in financial management essential and using Xero is desirable
- Strong knowledge of service evaluation and data analysis
- Management experience of small/medium teams
- Solutions focussed team player
- Excellent written and verbal communication
- Flexible and adaptable to change
- Excellent organisational and project management skills
- Experience of using Charity Log or other database management systems.
- Knowledge of GDPR legislation
- Experience of Board level reporting against objectives and/or data led reporting
- Experience of working in the non-profit or community support sector is desirable

Applications should be sent via email to director@homestartwandsworth.org.uk. Please provide your CV (a maximum of 2 pages) and a cover letter outlining your interest in the role and how your experience aligns to the job specification.