

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

To apply for this role:

Please provide your CV (maximum 2 pages) and supporting statement detailing how you meet the requirements of the role - providing clear examples of experience, skills and knowledge (no more than 1 page).

We're keen to understand your individual experience and voice, so please write your supporting statement without the use of AI-generated content

Application Closing date -close of play on Friday 2nd October 2026.

Send your application to: director@homestartwandsworth.org.uk

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 judgemental, 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, responsible for overseeing the operational effectiveness of the organisation. You will ensure our team has the tools,

systems and support they need to deliver life-changing services to families. The role is also pivotal in shaping how we measure and demonstrate the impact of our work. This is a strategic and hands-on leadership role at the heart of a growing, values-driven organisation. Demonstrable operations experience is essential.

Reports to:

Managing Director

Responsible for:

Business Support Administrator

Data Consultant

Key Responsibilities:

Leadership

As a member of the Senior Management Team, you will work collaboratively with the Managing Director and other senior leaders to:

- Build strong relationships with counterparts within the Home-Start London network and at Home-Start UK.
- Contribute to strategic planning and collaborate with external advisors on specialist projects as required.
- Deliver against the organisational priorities and objectives as defined in the business plan.
- Develop our services and ways of working to ensure the charity's long term sustainability.
- Support the team to work efficiently and effectively - according to the strategy policies and commitments we have signed up to.
- Work closely with the Family Services Manager, to ensure our data needs are aligned with our Impact Measurements.

Operations

- Oversee the implementation and development of operational policies and procedures, including GDPR and H&S, ensuring compliance.
- Manage the operations budget and ensure efficient use of resources.
- Maintain and streamline administrative systems (eg: Google drive, Google Forms, Charity Log, telephony/communications systems).
- Lead key operational projects and oversee all office administration, tech support and premises management.
- Lead on end to end project management of HSUK Quality Assurance requirements as well as our National Data requirement.

- Manage data collection and evaluation across multiple platforms including Charity Log. This includes project managing and supporting delivery of our Annual Data review.
- Support governance processes and liaise with the Board of Trustees when required.

Impact and Evaluation

- Lead the organisation's impact delivery, through supporting data collection and evaluation across multiple platforms including Charity Log.
- Work with the Family Services Manager to ensure outcomes of family experiences inform service design and delivery.
- Produce tailored reports and insights to inform funding applications, Impact Reports and Trustee Reports as required.
- Collaborate on funding applications with the CEO and Communications Manager.
- Champion the voices of children and families, using data to support storytelling to demonstrate real-life impact.

Team Management

- Line manage the Operations Team (Business support Administrator, Database Consultant).
- Provide direction to the Business Support Administrator to enable effective and efficient day to day running of the organisation.
- Manage team in accordance with the Home-Start Wandsworth procedures, policies and values.
- Support effective management of any **non** home-visiting Volunteers supporting the organisation's work .

About you

Essential skills and experience:

- Strategic thinker with the ability to manage multiple projects and priorities
- Proven experience in operations management, ideally in a charity/not for profit setting
- Strong knowledge of service evaluation and data analysis
- Skilled in communicating complex information clearly and accessibly
- IT confident and adaptable to new systems and tools (Charity Log, [Monday.com](https://www.monday.com), Slack etc)
- Experience of leadership / managing a small team
- Excellent written and verbal communication.
- Excellent organisational and project management skills.
- Working knowledge of GDPR legislation and implementation of associated policy

- Experience of Board level reporting against objectives and/or data led reporting.
- Curious and passionate about using data to tell compelling stories of impact
- Project management expertise
- Understanding of local community needs and services