

## **Job Description – Operational Manager, Home-Start Kirklees**

**Job Title:** Operational Manager (Senior Management Team)

**Responsible to:** Director

**Responsible for:** Operational Service Delivery, Workforce, Safeguarding and Equality, Equity, Diversity and Inclusion.

### **Purpose of the job role:**

- Lead effective operational day to day management of Home-Start Kirklees in accordance with the HSK Constitution, Home-Start UK Agreement and Quality Assurance Standards.
- Designated safeguarding lead and operational lead for the organisation.
- Instigate and develop new positive, effective working relationships with stakeholders including funders, strategic leads, donors, supporters, Trustees and Advisers.
- Lead on operational change and efficiency savings to ensure HSK has the resources and capacity to meet demand. Ensure change is positively managed and lead by example – role model by strong effective leadership.
- Influence the design and implementation of new projects and monitor effectiveness, performance and evidence outcomes in written evaluations.
- To ensure equality of opportunity, fairness and diversity in all aspects of Home-Start Kirklees, leading a culture of change and positivity.
- Deputise for the Director during absences on all aspects of operations.
- Ensure Home-Start Kirklees is operationally legally compliant with Employment Law and Health and Safety.

### **Main Responsibilities**

#### **Operational duties:**

- Lead on operational staff recruitment, supervision and training. Monitor performance of staff, ensuring agreed KPI's, targets and project outcomes are fully met and reported to funders.
- Support operational staff in all aspects of their work and personal development, annual appraisal and overall workforce development.

- Lead on key decisions required operationally that impact on families, volunteers and communities including risk management, complaints, incidents, outreach work and health and safety.
- Analyse data and operational performance to assess and allocate resource and capacity to meet the needs of the business. Embed data informed trends, practice, collection and analysis to deliver and change services.
- Play a key role in leadership, creating a positive culture and maintaining behaviour standards. Deputise for the Director during absence on all aspects of operations.

### **Service Delivery:**

- Work in partnership with other agencies, both statutory and voluntary, attending appropriate meetings where necessary and developing new partnerships and collaborative ways of working to improve service experience for families, achieve growth and promote/showcase HSK.
- Lead on the development of new projects and services to continue to meet the needs of families.
- Lead on current safeguarding practice for the organisation ensuring that safe practice, policies and processes are in place. Support staff to contribute to safeguarding meetings as required. Monitor and adhere to safeguarding procedure related to concerns and track those live with pending outcomes. Report to SMT/Board all aspects of safeguarding activity.
- Complete annual internal and external safeguarding audits.
- Complete case management and reflective supervision with staff.
- Lead on case file audit work for HSK.
- Keep up to date with best practice and new developments across the sector, changes to national guidance and implement updates and change across everyday practice where appropriate.
- Identify opportunities to introduce and test operational improvements and efficiencies. Monitor wait lists and support the management of caseload volumes across the staff team.

### **Volunteer Management:**

- Support the Business Development Manager (Lead) and Volunteer Recruitment Co-ordinator to shape and influence volunteer recruitment effort and on-boarding experience.
- Lead routine deep dives into data and intel that quality checks volunteer onboarding experience, retention, progression, volunteer voice and influence.

- Lead on providing a quality training programme for volunteers that is flexible and accessible.
- Monitor volunteers resting and matched and ensure that they are supported, kept up to date, informed and in touch with HSK regularly. Ensure that skills are utilised fully across the volunteer workforce. Shape and develop new volunteering roles.

### **Business Development:**

- Contribute to the development of funding bids and written applications, attending relevant events and fundraisers.
- Invest in stakeholder experience and feedback, evidencing impact and social value and lead on co-production.
- Lead on the development and implementation of the HSK operational plan.
- Lead on outcome planning, family evaluation and longitudinal studies to evidence social value and impact.
- Support the completion of all implementation plan tasks including areas designated for lead monitoring and reporting. Lead on reporting to the Trustees, ensuring the plan is up to date and continuously developing and evolving.
- Support the delivery and review of the marketing strategy including use of media outlets, developing promotional materials and content for newsletters, press and articles etc.
- Support innovation and exploration of different ways of working, including digital development, remote services and a universal offer for families.
- Keep abreast of the changing landscape and strategy development in Kirklees related to families and the VCSE sector. Attend local, regional and national events where required.

### **Quality Assurance:**

- Lead cultural change, planning and development of the EEDI action plan including annual audit, workforce understanding and learning.
- Lead on the HS-UK QA Framework to acquire best practice status.
- Lead on acquiring quality assurance awards for the organisation e.g. Quality for Health and KVQA (Kirklees Volunteer Quality Award).
- Review policies and procedures allocated on the review cycle acquiring ratification from the Board before being issued to the workforce.

The post holder may be required to undertake any other duties that fall within the nature of the role and the responsibilities of the post as detailed above.

Job Description reviewed April 2026

## Person Specification – Operational Manager

Essential and desirable skills, abilities, experience, knowledge and special requirements for the post of Home-Start Operational Manager

This form also indicates how the different requirements may be assessed during the selection process:

A = Application Form, I = Interview, E = Exercise

Essential	Desirable	Method of Assessment		
		A	I	E
<b>Education and Qualifications</b>				
Good standard of education at O level/GCSE and NVQ/BTEC Level 3 in a relevant subject	Professional training and experience Recent relevant training Present and previous relevant employment	√	√	
Minimum level 3 in a management and leadership qualification	Management and leadership experience Degree in a relevant subject Level 4 or 5 in leadership and management	√	√	
<b>Management and Leadership</b>				
Knowledge of the VCSE sector and the role and responsibilities of charitable work and governance	Experience of work in the voluntary sector or as a volunteer	√	√	
Experience of managing and leading projects and contracts	Project management training	√	√	√
Manage the staff team and lead and performance of the workforce	Experience of managing disciplinary procedures. Ability and experience to challenge performance and effectively manage HR related issues	√	√	√
Experience of strategic management, planning and prioritising	Working alongside strategic leadership or a governing body	√	√	√
Ability to negotiate, influence and secure income	Experience of writing funding bids, tenders, fundraising initiatives	√	√	
Knowledge of budget monitoring and financial systems	Financial planning, budget setting, tracking expenditure	√	√	
Ability to process and report data, local intel and narrative reports and present/write reports to stakeholders	Experience in collating data and analysing statistical information or Written evaluation, speaker experience and contractual reporting	√	√	
Commitment to equality, fairness and diversity and to the rights and values of each individual	Training in equality, fairness and diversity and proven leadership	√	√	√
Strong effective leadership as a member of a senior team or	Strategic planning, operational lead experience.	√	√	√

holding a senior position				
Understanding the needs of families with young children	Experience of working with families. Parenting experience	√	√	
<b>Working in partnership and in the wider context</b>				
Promotional and marketing skills	Experience in marketing or social media, press, video creation.	√	√	
Experience of working and developing partnerships with agencies providing support services for families	Knowledge of the roles of agencies providing support services for families. Networking and partnership working.	√	√	√
Presentation skills		√	√	√
<b>Self-Management/personal attributes</b>				
Strong interpersonal skills		√	√	√
A positive and creative approach to tackling tasks and issues that arise	Experience of solution focused outcomes	√		√
Commitment and experience to achieving excellent safeguarding practice	Knowledge of current legislation and policies relating to families Safeguarding activity, Designated Safeguarding Lead role	√	√	√
Experience of leading and creating a culture of EEDI and anti-discriminatory practice	Knowledge of and commitment to EEDI anti-discriminatory practice	√	√	√
Excellent written and verbal communication skills		√	√	√
Understanding of the need for professional confidentiality	Knowledge and experience of GDPR	√	√	√
Ability to work on own initiative	Experience of problem solving	√	√	
Ability to network and establish effective connections with all stakeholders	Multi agency work experience, social networking and developing relationships with external supporters	√	√	√
IT literacy	Awareness of cyber security	√	√	√
<b>Special Requirements</b>				
Eligibility to work in the UK		√	√	
Willingness to access training opportunities and develop own CPD		√	√	
Ability to work flexibly, some evening or weekend work		√	√	
Car driver and use of a car with driving licence permitting the owner to drive legally in the UK		√	√	