



Job Title: Operations Director

Reports to: Chief Executive Officer

Hours of Work: 21 hours per week, Mon-Fri

Normal Place of Work: The Hideaway, Partington Shopping Centre, M31 4EL

Salary rate: HTT Band 7 (£32,175 Pro Rata) plus benefits

Our Mission

To reverse poverty for families and vulnerable people using education, relationships and practical help to bring life-transforming help, hope and joy.

By creating unique community hubs in areas of high deprivation, we bring together partners to create a thriving open-access, barrier and stigma-free community for learning, playing, building relationships and accessing all support needed in a central and welcoming 'third space'.

Purpose of job

To work alongside the senior Management and CEO, taking operational responsibility and oversight for some of the day to day running, systems and procedures of our sites, and overseeing and supporting some of the managers and team leaders in their roles.

This role is a key role within the organisation, designed to relieve some of the pressure on the CEO Partington Director and carry forward the vision, growth and mission of the charity. The ideal candidate will be organised and able to clearly think through and oversee the implementation of systems and strategies, whilst having excellent interpersonal skills and ability to manage people well. They will work well under pressure, whilst being able to adapt and react quickly to situations when it's needed.

KEY RESPONSIBILITIES

- Working with the Chief Executive Officer to develop business plans for new projects and for growth of existing projects.
- Develop systems and oversee project management and timescales in taking opportunities forward.
- Develop clear methods of communicating plans and visions with all stakeholders.
- Oversee and support the team in managing higher level contracts, service agreement and leases.
- Ensure all team members are well trained in our operating systems and procedures and equipped to carry out their duties to a high standard.
- Oversee the management of the Hope Centre community hub and ensure the managers and team there are equipped to fully serve the community effectively.
- Oversee the management of our adult education programme and services, ensuring good take up, that all reporting requirements are met and that team members and co-ordinators are fully equipped and supported in their roles.



- Support with the implementation and design of systems, policies and procedures across new sites and venues.
- Liaise with partners such as Trafford Council or Housing Associations and supporters to ensure good on-going relationships and support in developing potential new partnership opportunities.
- To assist in developing the prayer and spiritual life of the organisation and ensuring the pastoral support of all staff and volunteers.
- To assist in upholding and developing the Christian ethos of the organisation.
- To undertake all duties in accordance with relevant Health & Safety legislation and in line with the values and ethos of the organisation
- To undertake training as required
- To uphold and promote the vision and values of Hidden Treasure Trust.
- Supporting anything else deemed necessary in this post

This post carries an Occupational Requirement (OR) for the post holder to be a practicing Christian, under Schedule 9 of the Equality Act 2010.

The Operations Manager will support the CEO in upholding and developing the Christian ethos of the organisation, contribute to the spiritual and prayer life of the charity, and provide pastoral care to staff and volunteers.

As such, it is essential that the post holder demonstrates a clear personal commitment to the Christian faith and is able to lead and support others in the Christian practices that are integral to the culture and mission of the charity.

This job description does not form part of your Contract of Employment

Dated: July 2025

Skills Required

The role demands the following blend of skills, experience, knowledge and behaviours and will be assessed by application letter, CV and/or interview/ assessment as deemed necessary.

Essential	Desirable
Knowledge, Skills, and Abilities:	
<p>Have excellent communication skills:</p> <ul style="list-style-type: none"> Actively listens and responds politely and clearly; Presents written information in a clear, structured, and concise manner; Speaks with clarity, effective structure, volume, pace, and tone. <p>Works well with colleagues inside and outside the team; respecting, compromising, supporting, and valuing the views of others.</p> <p>Is committed to providing excellent service.</p> <p>Recognises the importance of high standards of customer service.</p>	
Qualifications/ Attainments:	
GCSE English Language min. level 5. and Maths, min. level 5.	
Experience:	
	Experience serving the general public.
Personal Qualities:	
<p>Friendly and honest.</p> <p>Able to work in a disciplined and organised manner, seeking advice re priorities when necessary</p> <p>Attention to detail</p> <p>Self-motivation and pride in doing a good job.</p> <p>The ability to handle confidential matters with discretion</p>	Flexibility on working hours and able to work week days, evenings and weekends.
Other:	

<p>A personal, active Christian faith and a commitment to the values and ethos of the charity.</p> <p>Ability to support and develop the Christian ethos and spiritual life of the organisation, including leading or facilitating prayer, devotions, or reflective practice.</p> <p>A pastoral heart and the ability to provide spiritual and emotional support to staff and volunteers within a Christian context.</p> <p>Understanding of and respect for the role of Christian belief in the work and culture of a faith-based organisation.</p> <p>Ability to work well with people of all faiths and none, while upholding the Christian character of the charity.</p> <p>An enhanced DBS (formerly CRB) check may be required.</p> <p>A willingness to undertake First Aid training and other CPD training opportunities.</p>	<p>Appreciation of health, safety, and welfare of children.</p>
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