

OPERATIONAL LEAD – FULL TIME



JOB SPECIFICATION

Job title: Operational Lead

Hours: Full time – 35 hours per week

Location: based in our Bell Street office, covering all of SAY Women

Position reports to: CEO

Line Management: Office Admin, Social Media, and frontline support staff

Length of contract: Permanent

Salary: £36,500

About the role:

The Operational Lead will provide strategic and practical leadership across SAY Women, ensuring that the organisation has the systems, processes, people and infrastructure it needs to deliver high-quality services to young women.

Working closely with the CEO and wider management team, the Operational Lead will have oversight of organisational operations, governance, risk, compliance, data, systems, communications and administration.

This is a key leadership role within SAY Women. The postholder will help ensure that the organisation is well-run, accountable, consistent and able to grow sustainably, while keeping our values and the experiences of young women at the heart of how we work.

The role combines strategic thinking with practical problem-solving. We are looking for someone who can see the bigger picture, identify what needs to change, build effective systems and bring people with them.

Key Responsibilities

1. Strategic operational leadership

- Provide strategic oversight of the day-to-day operations of SAY Women.
- Work with the CEO and Senior Management Team to translate organisational strategy into effective operational plans, systems and processes.
- Lead organisational projects and operational change, ensuring improvements are planned, communicated and embedded.
- Develop and maintain clear, proportionate operational procedures and standards across the organisation.
- Identify operational risks, challenges and opportunities and act as a point of escalation and problem-solving.

2. Governance, risk and compliance

- Maintain oversight of organisational policies and procedures, ensuring they remain current, legally compliant, values-led and fit for purpose.
- Coordinate policy review cycles and support managers to embed policies in practice.
- Maintain oversight of key organisational compliance requirements, including GDPR, PVG, employment, insurance and regulatory requirements.
- Maintain the organisational risk register and coordinate regular review of risks and mitigating actions.
- Ensure appropriate systems are in place for recording and responding to incidents, complaints and other organisational issues.
- Provide operational oversight of Board and committee processes and ensure governance requirements are effectively supported.

3. Data, systems and performance

- Provide strategic oversight of organisational data, ensuring information is accurate, secure, accessible and used effectively.
- Lead the development and improvement of systems for collecting, recording and reporting organisational data.
- Oversee the effective use of key systems including OASIS, SAGE and other databases and software.
- Develop and maintain procedures for the effective use of organisational systems and ensure staff have appropriate training and support.
- Coordinate KPI and performance information to support management, Board and funder reporting.

4. Health, safety and wellbeing

- Provide strategic oversight of health and safety across SAY Women.
- Ensure appropriate health and safety systems, policies, risk assessments and records are maintained.
- Coordinate relevant training, inspections, testing and compliance requirements.
- Maintain oversight of fire safety, COSHH, accident and incident reporting, PAT testing and other relevant requirements.
- Promote a culture of safety, wellbeing and shared responsibility across the organisation.

5. People and line management

- Provide effective line management, supervision and support to staff within the operational remit of the role.
- Support managers to maintain effective and consistent people management practices.
- Oversee the end-to-end recruitment process, ensuring it is values-led and compliant with organisational policy and legislation.
- Maintain appropriate HR systems and records, including staff documentation, absence and annual leave information.
- Support the implementation and review of HR policies and procedures.
- Work with managers and the CEO on complaints, grievances, mediation and other employee relations matters.
- Contribute to staff wellbeing and a positive organisational culture.

6. Communications and digital

- Provide strategic oversight of SAY Women's communications and social media activity.
- Work with the CEO and management team to develop and deliver the organisational communications strategy.
- Oversee the planning and scheduling of social media and organisational communications.
- Ensure consistency of organisational messaging, branding and tone.
- Oversee the SAY Women website and wider digital presence, ensuring content remains current and aligned with organisational priorities.
- Monitor communications activity and use data and feedback to improve reach, engagement and impact.

7. Reporting and organisational performance

- Coordinate the production of key organisational reports, including the Trustees' Report and Annual Report.
- Work with managers to gather, analyse and present information about organisational activity, outcomes and impact.
- Manage the organisational funder reporting calendar and ensure reporting requirements are met.
- Coordinate funder and statutory returns with relevant managers and the Finance function.
- Maintain organisational KPI and performance reporting systems.
- Ensure reporting is accurate, timely and proportionate.

8. Operational infrastructure and resources

Provide strategic oversight of SAY Women's physical and digital infrastructure, ensuring that the organisation has safe, effective and appropriate resources to operate effectively.

This includes oversight of:

- Office and accommodation requirements.
- Procurement and purchasing systems.
- IT, phones, software and equipment.
- Utilities, facilities, maintenance and repairs.
- Insurance and organisational compliance.
- Equipment and resource inventories.
- Meeting and event logistics.

The postholder will ensure appropriate systems and delegated responsibilities are in place rather than undertaking all administrative tasks personally.

9. Financial and purchasing controls

- Maintain effective operational purchasing and procurement systems.
- Ensure appropriate authorisation and recording of operational expenditure.
- Oversee petty cash arrangements where applicable.
- Ensure invoices and purchasing information are passed to the Finance function appropriately and promptly.
- Identify opportunities to improve value for money and operational efficiency.

10. Young women's involvement and values

- Ensure operational systems and processes reflect SAY Women's feminist, person-centred and trauma-informed approach.
- Uphold SAY Women's values and contribute to a culture that is relational, inclusive, compassionate and purposeful.

PERSON SPECIFICATION

Essential

- Significant experience of operational management preferably a charity, public sector or other values-led organisation.
- Experience of developing and improving organisational systems and processes.
- Experience of managing staff and providing effective leadership.
- Strong understanding of governance, risk and compliance.
- Experience of managing and interpreting organisational data and performance information.
- Experience of managing organisational projects and implementing change.
- Excellent organisational, communication and problem-solving skills.
- Ability to work strategically while understanding the practical realities of frontline delivery.
- Ability to work collaboratively and build positive relationships across an organisation.
- Knowledge of GDPR and information governance.
- Experience of health and safety management.
- Commitment to SAY Women's values and feminist, person-centred approach.

Desirable

- Experience of working within VAWG, homelessness, social care or the third sector.
- Experience of charity governance and Board reporting.
- Experience of communications, social media or digital systems.
- Experience of working in an organisation undergoing growth or organisational change.