



## **Operations & Programmes Manager**

**Salary:** Circa £55k pro rata **Contract Type:** Permanent **Working Hours:** 4 days per week  
**Location:** Greenwich, London (hybrid) with some travel between sites and partner organisations **Reports to:** CEO **Line Management:** Senior Finance Officer, Operations Assistant & Fundraising Events Officer **Board Attendance:** Quarterly board meetings — attendance when required **Holiday Entitlement:** 25 days plus bank holidays (pro rata)  
**Notice Period:** 3 months

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### **About the Role**

MumsAid is an award-winning, small but growing charity. Following our successful application to the Propel fund, we are now recruiting an Operations & Programmes Manager who will lead delivery of a new long-term systems change programme supporting young mothers, whilst also providing operational leadership across the organisation to support our development.

Our young mothers service (for 16–22 year olds) has been delivering innovative support successfully for 10 years. This role will lead a new strand of work focused on long-term systems change through sharing our best practice model with partners and influencing policy and practice across the perinatal mental health sector.

You will also provide organisational leadership across governance, data systems, monitoring and evaluation, HR administration and organisational coordination.

You will be a key member of the Senior Leadership Team, working closely with our CEO and other senior colleagues to ensure excellent project delivery and strong organisational foundations that support our growth.

This senior role requires exceptional organisational skills, strategic thinking, emotional intelligence, confidence in multi-agency spaces and a deep commitment to equity and co-production.

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### **Primary Responsibilities: Young Mothers Systems Change Programme**

#### **Project Leadership & Delivery**

- Lead project mobilisation and ongoing delivery of the Systems Change programme
- Develop and manage project plans, processes, frameworks and reporting mechanisms
- Manage project budget and ensure all grant commitments and deadlines are met
- Identify risks and develop mitigations, proposing alternative strategies when needed

- Act as main point of contact for external partners (NHS Trusts, ICBs, Local Authorities)
- Represent the organisation at external forums and collaborative working groups

### **Monitoring, Evaluation & Learning**

- Lead MEL process including data collection, reporting and learning reviews
- Write insight briefings and impact reports
- Build and maintain strategic relationships to influence practice and policy
- Share learning with stakeholders and support public events

### **Additional Responsibilities: Organisational Leadership**

#### **Governance & Compliance**

- Manage organisational policy development and review process (for approval by governance sub-group/board)
- Oversee risk register, ensuring regular review and updates
- Support board sub-group coordination and compliance with annual business cycle
- Prepare operational reports and governance updates for board and SLT
- Ensure compliance with Charity Commission requirements and statutory obligations
- Support CEO with board meeting logistics and governance compliance

#### **HR Administration**

- Oversee HR administration processes and ensure they are maintained and up to date
- Line manage the Operations Assistant & Fundraising Events Officer, who provides administrative and operational support across the organisation
- Ensure HR policies and procedures are reviewed regularly and brought to the governance sub-group for approval
- Support the CEO on staffing matters and organisational development as required

#### **IT & Database Management**

- Strategic oversight and management of all IT systems and equipment
- Act as contract manager for IT suppliers
- Database management: review and improve Lamplight setup, train users, maintain data quality processes
- Develop and maintain reporting dashboards and automated reports for services, funders and board
- Data governance: establish and maintain processes for data collection, storage and use
- Lead database change programme if approved (needs analysis, scoping, procurement, implementation, data migration, user training)
- Potential donor CRM system implementation

### **Monitoring, Evaluation & Learning (Organisational)**

- Coordinate the organisational MEL framework and reporting processes
- Coordinate the preparation and submission of funder and board reports, working with the Fundraising Manager, Finance Officer and Service Manager to ensure reporting is completed accurately and on time
- Map current reporting responsibilities across the organisation and develop a streamlined approach to funder and board reporting, ensuring clarity of ownership

### **Organisational Coordination**

- Provide day-to-day organisational management and coordination
- First point of contact for organisational queries (governance, systems, policies, IT, database)
- Support CEO with organisational decision-making
- Provide regular updates to CEO on operational matters, decisions needed, risks and issues

### **Financial Operations Support**

- Work with Senior Finance Officer on budget monitoring and financial reporting processes
- Provide operational oversight of financial processes
- Support budget planning process

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## **Person Specification**

### **Essential Experience**

- Project management qualification and substantial project management experience in VCSE settings
- Experience establishing new projects including plans, processes, documentation and governance
- Proven experience of organisational management with responsibility for systems, compliance and team coordination in the voluntary and community sector
- Strong background in quality assurance, process improvement and operational risk management
- Experience managing multi-partner projects with excellent relationship-building skills
- Understanding of working with people with lived experience and trauma-informed approaches
- Data management and systems implementation experience
- Experience of database or systems implementation projects

### **Essential Skills**

- Exceptional organisational and coordination skills

- Strong analytical skills and attention to detail whilst maintaining focus on strategic objectives
- Excellent communication skills: able to write clear reports, chair meetings and coordinate multiple workstreams
- Confidence representing an organisation in senior or strategic settings
- Able to work in changing and uncertain environments with ability to influence and guide
- Problem-solving approach: goal-oriented and resilient under pressure
- Advanced relationship management skills with ability to motivate and inspire others

### **Essential Knowledge & Attributes**

- Commitment to equity, inclusion and meaningful systems change
- Understanding of governance, risk and compliance in charitable organisations
- Financial literacy to line-manage the Senior Finance Officer effectively
- Working knowledge of charity finance principles, including restricted and unrestricted funding, budget monitoring and funder financial reporting
- Understanding of HR administration in a small charity context
- Proactive and versatile in approach
- Excellent teamwork skills with ability to work independently
- Strong IT skills: proficient in Microsoft Office, database systems and digital platforms
- Values-driven with commitment to organisation's mission

### **Desirable**

- Familiarity with perinatal or maternal mental health systems
- Knowledge of south London health and care systems (NHS, ICBs)
- Understanding of Charity Commission requirements and charity governance
- Experience with Lamplight or similar case management databases
- Experience implementing donor CRM systems

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### **Working Arrangements**

- Manage own workload effectively, balancing programme delivery responsibilities with organisational leadership priorities
- Deputise for the CEO at strategic and organisational level as required
- Represent the organisation externally at strategic partnership and sector level as required

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### **What We Offer**

- Values-driven, supportive working environment

- Flexibility in working hours and location (hybrid working)
- Opportunity to lead high-impact work with national relevance
- Professional development and learning opportunities
- Pension scheme
- 25 days annual leave plus bank holidays (pro rata)
- Health benefits scheme
- The chance to help create lasting, systemic change in maternal mental health support