



BOSP JOB DESCRIPTION & PERSON SPECIFICATION

- Title:** Operations Manager
- Based at:** The BOSP Office, Wat Tyler Country Park, Pitsea, Basildon (with travel to other centres as and when required)
- Reports to:** CEO
- Salary:** £39,000 to £41,000 FTE depending on experience
- Hours:** 26 hours per week, over Tuesday to Friday
- Annual Leave:** 30 days per year including 8 Bank Holidays (increasing 1 day per year of service up to 3 additional days)

Role Overview:

The primary focus of this role is overseeing BOSP's internal infrastructure - including people, processes, services and compliance - to ensure the organisation meets its charitable objectives safely and sustainably.

The role will work closely with our CEO and BOSP's senior team, including BOSP's Families & Activities Manager, Financial Controller, Services and Policies Officer, Senior Charity Administrator and Skills 4 Life Supervisor.

You will not be expected to revolutionise current systems or create new services as soon as you come into this role as BOSP's excellent service model is well established. However, processes and delivery will be subject to ongoing regular review as part of BOSP's continuous improvement and development.

Service Delivery (Making things happen)

- **Keep the wheels turning:** Manage daily office functions and ensure the services we run are high-quality, on time, and making a real difference
- **HR & Team Management:** Lead recruitment and onboarding, and performance management for staff and volunteers
- **Compliance:** Ensure legal and regulatory requirements are met e.g. Ofsted, Charity Commission and GDPR etc.
- **Project Management/ Reporting on the 'Good':** You'll track how many people we're helping and how well we're doing it, so we can prove our impact to our supporters
- **Safeguarding:** Serve as one of BOSP's Designated Safeguarding Lead (DSL), ensuring safe practices and handling disclosures
- **Infrastructure Management:** Oversee IT systems, database management, and facilities management (office upkeep, maintenance etc.)

People Management (Looking after the team)

- **Being a "People Person":** You'll lead, coach, and support our staff and volunteers. You're there to clear the path for them to do their best work, whilst building and maintaining good working partnerships with external stakeholders
- **Building the Culture:** We're a place where people love to work. You'll check in on the team's wellbeing and make sure they feel heard and valued
- **Finding the right talent:** From interviewing new starters to getting them settled in, you'll make sure we have the right people in the right seats
- **Support & Growth:** You'll handle the 1-to-1s and help the team develop their skills

The Person Spec (Who you are)

- **You're a natural leader:** You don't just "manage", you inspire and know how to get the best out of a team without being a micromanager
- **You get things done:** You're organised, proactive, and you don't wait for a nudge to fix a problem
- **You're a great listener:** Whether it's a team member having a bad day or a service user giving feedback, you've got time for people
- **You're calm under pressure:** Charities can be busy and unpredictable; you're the steady hand that keeps everyone focused
- **You care:** You're not just here for the pay; you are genuinely passionate about the mission and the people we serve

The "Must-Haves"

- **Experience leading teams**
- **Experience running projects or services**, with a knack for spotting where things can be improved
- **Great communication skills** (no "corporate-speak" needed, just clear and friendly)
- **Solid IT skills** - you're comfortable using Microsoft Packages to stay organised
- **Problem-solving** - When a service or process hits a snag - whether it's a logistics issue or a drop in engagement - you're the one who steps in to figure it out
- **Resource management** - Coordinating resources, including personnel, budget, and materials, to ensure efficient project execution
- **Excellent decision-making skills** - ability to take the initiative, as part of managing a varied workload
- **Flexibility** - occasional visits to Saturday sessions or evening events will be required

- **Knowledge** and understanding of children and vulnerable young people with complex needs and disabilities, and the challenges experienced by families/carers
- **Commitment to anti-discriminatory practice and equal opportunities** - Open minded and non-judgemental
- **Full driving licence** (with no more than 3 penalty points) as we deliver clubs at various sites and there may be occasions (albeit rare) where you need to move or drive the BOSP mini-bus, following appropriate checks training (21 years+)
- **Enhanced DBS** - to comply with check and suitable references

The “Good to Haves”

- **Early Years qualification or Social Care qualification** - Level 3 or equivalent
- **First Aid Training** - Level 3
- **Safeguarding Training** - Level 2
- **An understanding of** anxiety, depression and associated mental health conditions

Closing Date: Friday 29th May 2026 (BOSP reserves the right to close the application process for this role earlier)

Interviews will be a two-stage process.

Please only apply if you can demonstrate meeting the above criteria in your application. Using the Personal Specification, please clearly address each point.