

EMPOWERMENT THROUGH SUPPORT



Empowerment ○ Choice ○ Change ○ Strength



# Operations Manager

## Candidate Information Pack

### July 2025



# Welcome

Thank you for your interest in becoming our next Operations Manager.

WHAG was founded in 1981 to support vulnerable homeless women. Over the years our services have expanded to include support for women and men experiencing domestic abuse and young parents, whilst maintaining our core value of being an organisation that supports women.

We deliver solution-focused and trauma-informed services to create a positive difference in our clients' lives and we are committed to supporting and making a difference for the most disadvantaged and excluded within our client group.

Our values are **Empowerment Choice Change and Strength** and we work hard to ensure they lie at the centre of our service delivery. The welfare and wellbeing of our teams is core to how we work; domestic abuse services delivery is intense so it's crucial that people feel valued, that they have the autonomy to work well and that they find working at WHAG purposeful, rewarding and enjoyable.

As our new Operations Manager, you will lead and enhance our services delivery across six distinct contracts, ensuring the highest standards of delivery for the individuals and families we support. In this important role, you will also support the charity's growth by building relationships with key stakeholders and influencers and in developing new services and projects that address the needs of the people we support.

WHAG is a thriving and welcoming charity, where you'll collaborate with a dedicated, talented, and supportive team. If you're inspired by our mission and values, and excited about this opportunity, we'd love to hear from you!

Thank you again for your interest and we look forward to hearing from you.

Best regards,

**Kirsty Rhodes**

CEO

## About us

WHAG was set up to provide accommodation and support to homeless vulnerable women in Rochdale. At the time there was no other support for women in Rochdale.

Some 45 years later WHAG is a leading charity delivering quality support services to homeless women, young parents and women, men and their families who are affected by domestic abuse, across North West England, improving the safety and life opportunities of our service users and supporting them in their recovery.

Our 65 staff work from 5 locations in Rochdale, Wigan and Cheshire West and Chester supporting people in our portfolio of 100 properties and a range of community/floating support settings. We provide vital 121 and practical housing support for vulnerable homeless women, those who have experienced domestic abuse, we support young parents to sustain their families and advocate for greater understanding and prevention of domestic abuse.

Our leadership team has seen the charity establish itself as an integral part of the communities we serve and has overseen successive periods of growth, especially in recent years. Chief Executive, Kirsty is supported by Head of Operations, Hannah and Head of Resources, Claire.

We strive to empower the people we support to build up the skills and resources they need to take on a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff, WHAG delivers healthy relationship training to employers and schools to raise awareness and assist in the education and prevention of domestic abuse.

WHAG has a strong values base, embedding, empowerment, choice, strength and change into our organisation. We are looking for staff who can work in alignment with our values, who can deliver person-centred, trauma-informed services, and who are innovative, trustworthy, and self-motivated.





## Our vision, mission and values

### Our Vision

To support and empower vulnerable women and those affected by domestic abuse

### Our Mission

End domestic abuse, homelessness, and relationship breakdown.

### Our Values

Empowerment, Choice, Change, Strength

### Guiding Principles

Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future:

**Be non-judgmental and supportive at all times.**

**Ensure trauma-informed, flexible support is accessible to all those in need**

**Support individuals to take responsibility and accountability for their actions**

**Support individuals, partners and families to live independently within the community of their choosing.**

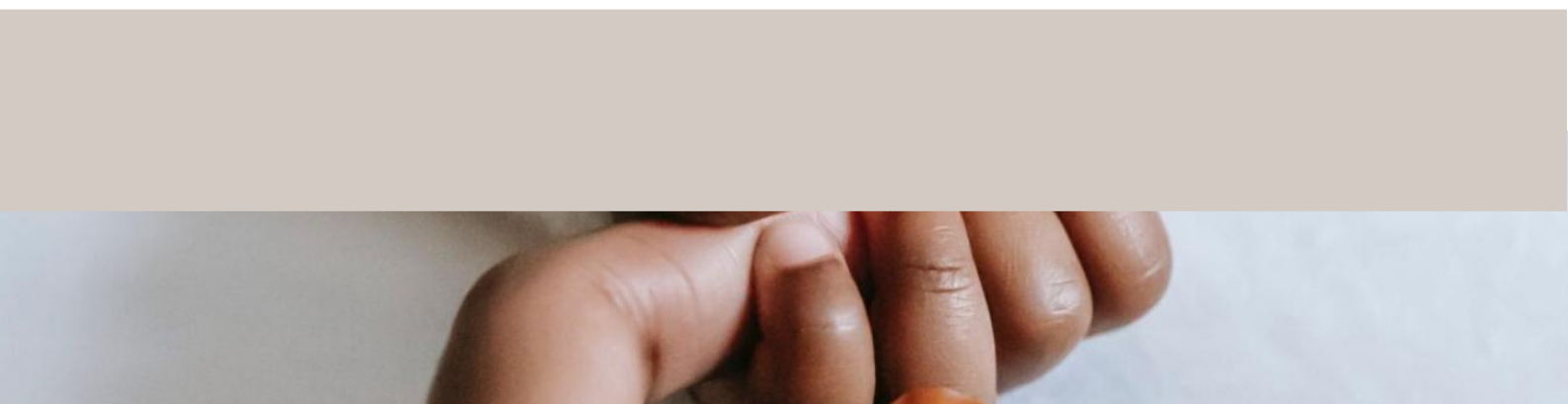
**Help develop new knowledge and create new skills for individuals and families to make better life choices.**

**Provide positive alternatives to current services and resources available in a community.**



# Role description: Operations Manager

<b>Location:</b>	Flexible to include home/head office with regular travel to all WHAG projects
<b>Time Commitment:</b>	Full time, 36 hrs
<b>Salary:</b>	Starting salary of £38,000
<b>Benefits:</b>	Health Plan, Cycle, Tech Scheme, Pension & Savings Schemes. Annual Leave: 25 days per annum rising to 30, 5 hours per year to attend hospital appointments
<b>Responsible For:</b>	Leadership and development of WHAG's services teams numbering 45 staff.
<b>Reports To:</b>	Head of Operations
<b>Additional:</b>	<p>Essential car user (in line with car user policy). Manager on call rota (additional payment and holiday entitlement)</p> <p>Due to the nature of the work with vulnerable clients, the post is subject to enhanced DBS clearance</p> <p>As provided by the Equality Act 2010 Schedule 9 (Part 1), WHAG are claiming the genuine occupational requirement that the Operations Manager must be female; the role will, from time to time, be actively engaged with women who have experienced domestic abuse, and it is WHAG's responsibility to prevent any further distress to the women we support.</p>



## Overall Aim

---

With the support of the Head of Operations

- Lead and manage WHAG services delivery across multi locations and contracts providing a safe, high quality and individual service to individuals and families
- Support Team Leaders to progress their services and aim for continuous improvement
- Ensure services are running to the best of their ability and meeting funding requirements, guiding Team Leaders to have autonomy over service delivery
- Ensure a forward-thinking approach and build strong relationships with commissioners and key stakeholders
- Oversee the monitoring, evaluation and reporting on service provision internally and externally to commissioners and funders.
- Responsible for safeguarding

## Key Objectives

---

- To lead WHAG's front line services ensuring they work in line with WHAG strategies, resources and procedures to operate effectively and in line with agreed policies and plans.
- To ensure that Services are maintained and developed in accordance with key aims and objectives, are responsive to change, are needs led and actively seeks the contribution of individuals and families who use the service.
- Harness a working environment that encourages teamwork, positivity and creativity.
- To work with the team leaders in providing consistent and responsible line management to Staff, Students and Volunteers including recruitment.
- The ability to implement and motivate to deliver continuous improvement.

## Key Tasks and Responsibilities

- To ensure that Team Leaders work in accordance with agreed service specifications, policies and procedures of WHAG at all times.
- To promote client advocacy and user involvement and ensure client services are assessed and reviewed and that services meet client satisfaction goals.

- To be responsible for the quality of service provided for the client ensuring that it is maintained, monitored, reported on and improved.
- Foster a positive organisational culture, building a strong team spirit and internal relationships whilst establishing clear lines of communication to ensure that staff are aware of their responsibilities in achieving service targets and objectives.
- Promote inclusion and diversity in all WHAG's service and practices.
- To build effective relationships with other agencies to promote a co-operative approach to service delivery.
- Monitor, review and report on quality and performance of WHAG services to meet WHAG, contract and funder requirements. Including overseeing case management system audits to ensure consistency across all services.
- To oversee Team Leaders providing correct budgetary information to the finance to support in setting and controlling of all services budgets.
- To work with the Head of Operations to identify funding opportunities.

### **Responsibilities shared with all staff**

- To ensure that the values and principles underlying WHAG's services are maintained and developed.
- To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
- To work at times other than office hours to attend meetings, participate in networks, fundraising events and ensuring that the service is accessible.
- To undertake any other duties that may be required which are appropriate to your role
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment

We welcome applications from people with lived experience of; homelessness, Domestic abuse or have been a young parent.

## Person Specification

### Essential

- A minimum NVQ level 5 in management/women's studies **or** the equivalent in work experience and the willingness to achieve a relevant qualification
- Proven management experience in delivering impact in domestic abuse or similar person-centred services
- Open and approachable, able to bring empathy, trust and diplomacy to dialogues with staff and the families that we support
- Demonstrate a deep understanding of safeguarding and how to assure its effectiveness
- Experienced in monitoring and reporting against business plans, budgets and KPIs and in developing or contributing successful funding bids
- Demonstrate creativity and imagination in developing and delivering person centred and innovative services
- Be resilient and able to balance competing priorities in a busy work environment
- Be a skilled communicator with a range of audiences and communities and in ensuring communication flows within the teams and across the wider organisation
- Exhibit a demonstrable commitment to equal opportunities and anti-discriminatory practice
- Be passionate about WHAG's aims and ethos and have a high degree of integrity, tact, diplomacy and organisational spirit.

### Desirable

- Experience developing successful funding bids





## Additional information

- Able to work travel to service locations in Richdale, Wigan, Cheshire West and Chester on a weekly basis to support the teams. Has access to a car for business travel
- Ability to work flexibly to meet the needs of the service, including occasional evening and weekend working and be part of an on call rota (currently every 12 weeks)

## Values and behaviours

- To believe in supporting and empowering vulnerable women and those affected by domestic abuse.
- Our staff are expected to be passionate and proud of their role and WHAG. Teamwork by assisting others and taking on additional responsibilities/ tasks if necessary is fundamental to our service delivery. We are also committed and proactive in achieving targets and embracing accountability for our actions.





# How to apply?

[Eastside People](#) is supporting [Women's Housing Action Group \(WHAG\)](#) in the recruitment of this role. Please [click here](#) to apply by submitting your CV and a cover letter. Please use the cover letter (max 2 pages) as an opportunity to add to the information you have shared in your CV and ensure that you cover the following:

- Why you are interested in the Operations Manager role at WHAG and how is it a good fit for your skills and management approach?
- Key experience/knowledge in relation to the essential skills and experience specified in the job description and person specification. Please give examples where possible.

If you would like a call to discuss the role in more detail, please email Bryan McPaul, [bryan@eastsidepeople.org](mailto:bryan@eastsidepeople.org) to arrange a convenient time. Having a call of this kind will not influence the success or otherwise of your application.

**The closing date for applications is August 20 2025.** Shortlisting interviews with Eastside People will take place the week after and shortlisted candidates will also have an interview with WHAG during weeks commencing August 25 and September 1<sup>st</sup> 2025.

We want you to have every opportunity to demonstrate your skills, ability and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.

## **Diversity and Inclusion**

WHAG is fully committed to equality of opportunity and diversity to ensure that we reflect the full breadth of the people and communities we support. It is important that the WHAG team are representative of these communities, and we warmly welcome applications from all suitably qualified candidates.



# Eastside People

Eastside People  
Canopi  
82 Tanner Street  
London  
SE1 3GN

0203 821 6174  
[eastsidepeople.org](http://eastsidepeople.org)

Eastside People is the trading name for Eastside Consulting Ltd. Company number:  
4958922.

