



**Ready to make a tangible
difference in the lives of
young people in Lambeth?
Your passion and skills could
be exactly what we need.**



Operations Manager

Candidate Information Pack

April 2025



Eastside People

Help shape the future of young people in Lambeth



Welcome from our Chair

Thank you for your interest in joining us at Alford House.

Founded in 1884, Alford House remains committed to its core mission: the wellbeing of Lambeth's young people. The need for Alford House is as great as it ever was.

This work is delivered by our expert youth worker team both onsite and in local schools. They cannot do their work without facilities which are well-run. The Trustees also need confidence that the financial and operations management of Alford House is in good hands. This is the role of the Operations Manager.

This is a pivotal and exciting moment in our history. We have raised and spent £3m on refurbishing our buildings and have recruited a dynamic Senior Youth Worker to lead the delivery and enhancement of our programmes. The Operations Manager will work alongside the Senior Youth Worker to enable Alford House to flourish and achieve its goals. The Trustees as a whole and the Finance & Operations Committee of the Board will support the Operations Manager with a range of experience and expertise.

We are a diverse, equitable and inclusive organisation, championing these values in all our work.

If you think you can be that person, please join us.

Yours sincerely,

A handwritten signature in black ink that reads 'Nick Priestnall'.

Nick Priestnall,

Chair of Trustees



About us

Who we are

Alford House was founded in 1884 by Frank Briant, who later became the MP for Vauxhall, to support the 'mental, moral and physical wellbeing of the young people of Lambeth'.

Since that time, it has been a long-standing community anchor providing a safe trusted environment where young people aged 8-21 can develop socially, emotionally, physically and creatively to reach their full potential.

The dedicated team of staff, volunteers and Trustees also reflect the rich diversity of the local community. Many team members bring lived experience of the challenges that young people face, ensuring that youth participation and coproduction are central to Alford House's work.

Alford House operates as a financially self-sustaining charity, primarily through grants and facility lettings to theatre companies.

To further enhance its services and facilities, the club buildings have been transformed by a £3m refurbishment and upgrade to its facilities. As well as enriching the environment for young people this has also provided the stimulus for a renewed strategic vision, and the Club is now facing an exciting period of growth.

What we do

We make...young people's journey through "Club Life" happy, fun, safe and motivating.

We help...young people become active, socially aware, emotionally resilient and ready for leadership.

We enable...young people to become active members of society with the ability to make change happen.

Our values

All for us is the unifying expression of Alford House's culture and values. It represents collective belonging and shared responsibility.

Connect

We build strong, trusting relationships — between young people, staff, volunteers, families, and the wider community.

Contribute

Young people are not passive recipients. They help shape the space, the culture, and the activities within it.

Care

We look out for one another, respect the space, and take responsibility for ourselves and others.



Our commitment to diversity

Alford House is committed to providing a safe and secure environment for members, staff and visitors and, to promoting a climate where young people and adults will feel confident about sharing any concerns which they may have about their own safety or the well-being of others.

Our commitment to diversity

Alford House is committed to the principles of diversity, equality of opportunity and inclusion, and recognises the importance of always adhering to these principles.

Diversity, equality and inclusion together form a positive approach to recognise that everyone is different and can make and bring their own unique contribution, experience, knowledge and skills to the organisation. Alford House aims to promote dignity and respect for all, and an environment where individual differences and the contributions of all employees are recognised and valued.

Our commitment to safeguarding children and young people

Alford House is committed to providing a safe and secure environment for members, staff and visitors and to promoting a climate where young people and adults will feel confident about sharing any concerns which they may have about their own safety or the wellbeing of others.



Background

The background to this new role for Alford House starts with the refurbishment of the club building and the refresh/relaunch of the Club's strategy and the upcoming retirement of its long-standing manager, Tim Saunders.

The Trustees decided to split the huge job of club management by appointing a Senior Youth Worker and a part time Operations Manager with the latter taking charge of the management of the building. Danny Vance was appointed to the Club leadership role in September 2025 with Tim concentrating on the buildings and income generation ahead of his retirement in July 2026.

This refurbishment, the additional facilities and the appointment of a Senior Youth Worker have, in turn, led to a transformation of the Club's offer to young people of Lambeth. Benefiting and building on the excellent reputation for impactful youth work, facilities have been upgraded and enhanced and new opportunities to support young people in the Club and outside are being developed. Connections with schools, colleges and businesses are being sought to improve access points for young people and for the community.

The next step is the appointment of an Operations Manager whose key responsibilities will be to ensure that the buildings are well-managed, there is optimum income generation and sound financial management. The Operations Manager and the Senior Youth Worker will work very closely together to take Alford House into its exciting next stage.

Brilliantly located within 10 minutes of two tube stations, the Club has been historically successful in attracting regular day time rentals from theatre companies seeking rehearsal space. As a result of the refurbishment, the rehearsal spaces, dance studio, gym and supporting facilities are of significantly higher standard and present opportunities to explore additional income generation. This income stream is crucial to funding the work of the Club.



Alford House: Our spaces



Role description

Location	Alford House, Aveline Street, Lambeth
Responsible to	Senior Youth Worker
Responsible for	Part time Bookkeeper, external contractors, suppliers and advisors
Contract	Permanent
Hours	2.5 days/week (with flexibility to agree working pattern including how hours are distributed across the week)
Salary	£25k (Full time equivalent £50k)
Benefits	15 days (Full time equivalent 30 days) plus bank holidays, employer pension contribution 5%

Role summary

Reporting to the Senior Youth Worker, the Operations Manager will be responsible for ensuring the Club's buildings, finances, and operational systems run efficiently and effectively. This is a crucial role in enabling the Club's youth work team to deliver youth activities and targeted support in a safe and high-quality environment.

Alford House's ability to deliver high-quality and extended youth work is dependent on the income generated from two sources. One is fundraising from grants which is led by the Senior Youth Worker, the other is rental income from commercial clients., a key element of this role.

Responsibilities

1. Buildings and Facilities Management

- Ensure buildings operations and facilities support safe youth work provision
- Manage the day-to-day running of the Club's buildings, including maintenance, decoration, cleaning and security
- Manage operational staff and contractors associated with buildings and facilities

- Ensure full compliance with Health & Safety legislation, regulations and the Club's own policies and procedures
- Plan, carry out and review regular buildings and facilities risk assessments.
- Manage relationships with contractors, suppliers and service providers, ensuring value for money and quality of work
- Ensure that opening and closing procedures for the buildings - for lettings clients and youth provision - are clearly documented, maintained and understood by all relevant staff and volunteers

2. Income Generation/Fundraising

- Generate income through space hire and other agree commercial activities, including:
 - Retaining and growing existing theatrical rehearsal lettings;
 - Targeting and securing new lettings opportunities;
 - Expanding online marketing of the Club's spaces;
 - Overseeing systems for managing lettings bookings and enquiries
- Oversee the rental and maintenance of the Warden's Flat, liaising with letting agents and completing of appropriate tenancy agreements
- Support grant applications as requested by the SYW and/or Chair of Trustees

3. Financial Management

- Work closely with the Honorary Treasurer and Chair of the Finance & Operations Committee of Governors (FOSCOM) and oversee the Club's accountants, bookkeeper and payroll manager to ensure:
 - Management accounts are produced to the agreed Board schedule
 - Annual accounts to 31 March are completed on time each year;
 - Monthly budget updates are provided to the Treasurer and Chair of FOSCOM
- Ensure compliance with financial regulations, accounting standards and best practice in financial management
- Prepare and present financial reports to Board meetings and FOSCOM and provide any other financial information or analysis as requested

4. Budget Management (in conjunction with the SYW)

- Support the development and management of the Club's annual budget, ensuring financial resources are allocated appropriately

- Monitor financial performance regularly and flag anomalies or unexpected variances to the Chair of FOSCOM promptly

5. IT and Systems

- With the support of suppliers, manage the Club's IT systems, ensuring they are reliable, secure and meet the needs of trustees, staff and members
- Identify and implement improvements to operating systems and processes where appropriate such as bookings systems, digital platforms, data and programme delivery management etc

6. Policies and Compliance (in conjunction with the SYW)

- Ensure compliance with all Club policies and procedures
- Contribute to the development and review of policies for operational and financial remit of the role
- Initiate and oversee relevant compliance activities (eg. risk assessments), to ensure effective management and policy adherence

7. Safeguarding

- Alford House is committed to safeguarding and promoting the welfare of children and young people. All staff are required to share this commitment
- Contribute to creating and maintaining a safe environment for all young people who use the Club
- Comply with the Club's safeguarding policies and procedures at all times.
- Complete safeguarding training as required and keep knowledge up to date
- Report any safeguarding concerns promptly to the Designated Safeguarding Lead (DSL) in accordance with the Club's procedures

Who we're looking for

Experience

- Experience of income generation (lettings, commercial activity)
- Experience of managing buildings/facilities including responsibility for maintenance, contractors, Health and Safety and regulatory compliance
- Experience of financial management, including budget monitoring, management and year end accounts and working with external accountants, bookkeepers and payroll

- Experience with QuickBooks, Xero or similar

Skills and Abilities

- Excellent interpersonal skills, able to build effective working relationships with a wide range of people (trustees, staff, contractors and lettings clients)
- Able to prioritise effectively and manage multiple workstreams simultaneously
- Able to present clear, accurate financial reports for non-financial audiences
- IT competent (MS Office or equivalent), able to assess and implement new systems

Knowledge

- Working knowledge of financial management, accounting practices and compliance requirements relevant to a small charity or organisation
- Commitment to safeguarding legislation/best practice, particularly regarding the welfare of children and young people

Personal Attributes

- Supportive of opportunities for young people and Alford House's vision and mission
- Collaborative and inclusive working style
- Flexible, able to work independently in small or resource limited settings
- Reliable, methodical and thorough, identifies problems early and escalate appropriately
- Hands on and solutions-focused; identifies what needs doing and gets on with it
- Committed to equal opportunities and to creating an inclusive environment

Qualifications and Checks

- Enhanced DBS check (required — will be arranged on appointment)

Ready to apply?

[Eastside People](#) is supporting Alford House in the recruitment of this role. Please [click here](#) to apply by submitting your CV and a cover letter **both in Word doc format**.

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 are you interested in the Club Operations Manager role at Alford House?
- Having read the information pack, what relevant experience and skills do you feel you would bring to this role?

You are welcome to send your cover letter in writing, or as a video or audio clip, alongside your CV. Any video or audio submissions should be emailed to bryan@eastsidepeople.org.

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

We want you to have every opportunity to demonstrate your skills, ability and potential. If you have a disability or require reasonable adjustments during the application or interview process, please contact us so we can support you appropriately.

The closing date for applications is April 24th 2026. Shortlisting interviews will take place shortly after and shortlisted candidates will have a face to face first interview with Alford House week commencing May 4th 2026.

Alford House is committed to equality of opportunity for all staff, and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Finally

We understand AI can be a helpful tool, but please use it with caution and ensure your application is personalised and accurate.

If you know anyone else who might be interested, then please pass this Information Pack on as we would be very pleased to hear from them.



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