

Job Title:	Business & Operations Manager
Salary:	£37,440 pro rata
Hours of Work:	30 hours per week
Reports To:	Head of People & Culture
Responsible for:	Business & Services Co-ordinator
Location:	Hybrid – Home/Blackburn office 2-3 days per week.

Who Are We?

We support victims of domestic abuse and are unique in delivering our perpetrator education support programme. For 35 years we have been at the forefront of developing and delivering specialist services to individuals and families. Our services include a helpline, advice and IDVA service, refuge accommodation, counselling programmes for victims, schools-based programmes; behaviour change programmes, counselling services, access to free legal support, volunteering opportunities and peer support groups. We are looking for someone who can embrace and extend our support through enthusiasm, passion and drive.

Creating Safe, Inclusive Opportunities for All

At The Wish Centre, we are proud to be a Trauma-Informed Organisation, which means we approach every aspect of our work, including recruitment, with an understanding of the impact of trauma and a commitment to creating safe, supportive, and empowering environments. This approach shapes how we engage with applicants, ensuring sensitivity, respect, and fairness throughout the process.

Our values of H.E.R.E - **H**olistic, **E**ducate, **R**espect, **E**mpower - guide everything we do. We strive to recruit individuals who share these values and are passionate about supporting the communities we serve.

We are committed to equality, diversity, and inclusion and welcome applications from people of all backgrounds. We particularly value lived experience, and encourage individuals with personal or indirect experience of domestic abuse to join us as trustees, staff, or volunteers. If you choose to share this information during recruitment, it will be treated with the utmost confidentiality and only disclosed to the interview panel or HR as necessary.

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Blackburn & Darwen District Without Abuse Registered Charity No: 1116444 - Company No: 5834929

Purpose of the Role

To ensure the smooth, safe, and compliant day-to-day operation of the charity by overseeing office management, health and safety, contracts, governance administration, and business operations.

This role provides essential operational leadership, enabling senior leaders and front-line teams to focus on delivering high-quality services to survivors of domestic abuse.

Key Responsibilities

1. Office, Premises and Contracts Management

- Act as the main point of contact for office premises and landlords/managing agents
- Oversee lease-related matters and ensure compliance with tenancy obligations
- Manage organisational contracts (e.g. utilities, IT, cleaning, insurance, equipment)
- Maintain a central contracts register and diarise renewals and reviews
- Liaise with suppliers and Finance regarding invoices and service issues
- Liaise with SCG to maintain a record of staff mobile phones, arrange new phones for new employees.

2. Health, Safety and Compliance

- Act as the organisation's Health & Safety lead (with appropriate training)
- Maintain and review risk assessments, H&S policies and procedures
- Coordinate statutory checks (fire safety, PAT testing, alarms, etc.)
- Support incident reporting and ensure actions are followed up
- Work with managers to promote a safe working environment

3. Governance and Board Administration

- Coordinate Board and sub-committee meetings (dates, agendas, papers)
- Take accurate and timely minutes and circulate actions
- Maintain governance records, including registers and key documents
- Support policy review cycles and compliance tracking
- Ensure trustee documentation and records are kept up to date

4. Finance and Business Administration

- Support day-to-day financial administration, including:

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- Processing supplier invoices and ensuring accurate record keeping
- Administering staff and volunteer expense claims
- Maintaining organised financial records to support internal finance processes and external accountants
- Recording and categorising financial transactions (as required)
- Assist with tracking income and expenditure, including grant funding, donations or event income where applicable
- Liaise with Finance colleagues and/or external accountants to ensure timely and accurate information sharing
- Support basic financial monitoring activities by maintaining accurate and up-to-date administrative records

(This role does not hold responsibility for payroll, budgeting strategy, or financial decision-making.)

5. Systems, Processes and Organisational Oversight

- Maintain core organisational systems and administration processes
- Ensure key procedures are documented and followed
- Support upkeep of internal systems (e.g. SharePoint, policy libraries)
- Identify operational risks or gaps and escalate appropriately

6. Bids and Funding

- Monitor bid and funding deadlines, including tracking reapplication dates
- Maintain oversight of the progress and status of all active bids
- Liaise with the Bid Writing Working Group to ensure accurate tracking and updates
- Coordinate Bid Writing Working Group meetings, including scheduling and minute-taking

General

- Uphold the charity's values and trauma-informed approach
- Maintain confidentiality and sensitivity at all times
- Carry out other duties appropriate to the role as agreed

Person Specification

This person specification sets out the essential and desirable criteria required for the role. Candidates will be assessed through the application form, interview and, where appropriate, a practical assessment.

Qualifications

Criteria	Essential or Desirable	Assessment method
Good standard of education, including English and Maths, or equivalent relevant experience.	Essential	Application form
AAT Level 3 Qualification or equivalent	Essential	Application form; certificates may be requested
Willingness to undertake appropriate training relevant to the role, including health and safety, safeguarding, governance or systems.	Essential	Application form and interview
AAT Level 4 Qualification or equivalent	Desirable	Application form; certificates may be requested
Relevant qualification or training in business administration, operations, facilities, finance administration, governance or health and safety.	Desirable	Application form; certificates may be requested

Experience

Criteria	Essential or Desirable	Assessment method
Experience in office management, operations management, business support or a comparable administrative leadership role.	Essential	Application form and interview
Experience of managing premises, suppliers, contracts, compliance records or service agreements.	Essential	Application form and interview
Experience of supporting health and safety arrangements, governance meetings, minute-taking or action tracking.	Essential	Application form, interview and practical assessment where relevant
Experience of financial administration, including invoices, expenses, records, income and expenditure tracking or liaison with finance colleagues/accountants.	Essential	Application form and interview
Experience of working in a charity, voluntary	Desirable	Application form and

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sector, public sector or values-led organisation.		interview
Experience of supporting bids, funding administration, grant monitoring, SharePoint, policy libraries, or other organisational systems.	Desirable	Application form, interview and practical assessment where relevant

Skills, Knowledge & Abilities

Criteria	Essential or Desirable	Assessment method
Excellent organisational and planning skills, with the ability to manage competing priorities, meet deadlines and maintain effective systems.	Essential	Application form, interview and practical assessment
High level of accuracy, attention to detail and written communication skills, including preparing minutes, reports, correspondence and action logs.	Essential	Application form, interview and practical assessment
Confident communication and relationship-building skills with staff, trustees, suppliers, contractors and external partners.	Essential	Interview
Ability to work independently, use initiative, make sound judgements and escalate issues appropriately.	Essential	Interview
Good working knowledge of Microsoft Office and digital systems used to maintain records, track tasks and support efficient processes.	Essential	Application form, interview and practical assessment
Understanding of confidentiality, data protection, equality, diversity, inclusion, safeguarding and trauma-informed practice.	Essential	Application form and interview
Knowledge of charity governance, finance administration, contract management, facilities management or process improvement.	Desirable	Application form and interview

Personal Qualities

Criteria	Essential or Desirable	Assessment method
Commitment to The Wish Centre's values of Holistic, Educate, Respect and Empower (H.E.R.E.)	Essential	Interview
Demonstrates high levels of integrity, professionalism and ethical practice, particularly when handling confidential and sensitive information.	Essential	Interview
Collaborative, approachable and confident in	Essential	Interview

building positive working relationships with staff, trustees, suppliers, contractors and external partners.		
Proactive, organised and accountable, with the ability to identify issues, take ownership and see actions through to completion.	Essential	Interview
Commitment to equality, diversity, inclusion, safeguarding and trauma-informed practice.	Essential	Interview