

RECRUITMENT PACK

Business & Operations Manager



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Welcome

Thank you for your interest in joining The Wish Centre as our Business & Operations Manager.

At The Wish Centre, we believe everyone has the right to live free from abuse, harm and fear. For more than 35 years, we have provided specialist support to individuals and families affected by domestic abuse, helping them build safer, more positive futures.

We are looking for an experienced and motivated professional who shares our commitment to excellence, compassion and continuous improvement. While this role works largely behind the scenes, it is fundamental to our success. By ensuring our operations, governance, compliance and business systems run effectively, you will help create the strong foundations that enable our front-line teams to deliver life-changing services.

As a Trauma-Informed Organisation, our values of H.E.R.E. – Holistic, Educate, Respect and Empower guide everything we do. We are committed to creating a supportive, inclusive and empowering environment for the people we support, the communities we serve and the colleagues who work alongside us.

This is an exciting opportunity to join a dedicated team that is passionate about making a difference. If you are organised, proactive and motivated by purposeful work, we would be delighted to hear from you.

If you require any assistance during the recruitment process, please contact recruitment@thewishcentre.org.

I wish you every success with your application and thank you for considering The Wish Centre as the next step in your career.

Best wishes,

Shigufta Khan
Chief Executive Officer
The Wish Centre



Our Values

At The Wish Centre, our values shape who we are, how we work and the people we recruit.

Our Vision

A world free from domestic abuse.

Our Mission

To raise awareness, educate communities and empower individuals to live free from domestic abuse through support, safe accommodation, behaviour change programmes and training.

We are a values-led organisation and look for people who consistently demonstrate our values in their behaviour, decisions and relationships.

Our Values: H.E.R.E

Holistic

We work with the whole person and family, recognising the lasting impact of domestic abuse.

This means working with compassion, using trauma-informed approaches, collaborating with others and supporting wellbeing.

Education

We believe education creates change.

This means being open to learning, challenging stigma and sharing knowledge to improve practice.

Respect

Respect underpins everything we do.

This means being inclusive and non-judgemental, valuing lived experience and communicating ethically.

Empower

We support people to make informed choices and regain control.

This means working alongside people, focusing on strengths and encouraging independence.

What This Means for You

Working at The Wish Centre is challenging and rewarding. We are looking for compassionate, reflective people who are committed to our H.E.R.E values. If this sounds like you, we would welcome your application.

Job Advertisement

Business & Operations Manager

30 Hours per Week | £37,440 Pro Rata | Hybrid Working

Are you a highly organised operational professional who enjoys creating structure, solving problems and ensuring everything runs smoothly behind the scenes?

We're looking for a proactive and detail-oriented Business & Operations Manager to play a key role in the day-to-day management of The Wish Centre. This is a varied and rewarding position where you'll oversee office operations, contracts, governance, health and safety, financial administration, organisational systems and business processes, helping to ensure the charity is efficient, compliant and well positioned for future growth.

Working closely with the Head of People & Culture, senior leaders, trustees and external partners, you'll be someone who enjoys taking ownership, improving processes and keeping multiple priorities on track.

We're looking for someone who has:

- AAT Level 3 qualification (or equivalent), with Level 4 desirable.
- Experience in business operations, office management or a similar organisational support role.
- Experience managing contracts, suppliers, governance administration and compliance activities.
- Financial administration experience, including invoices, expenses and record management.
- Excellent organisational, planning and communication skills.
- Strong attention to detail, sound judgement and the ability to manage competing priorities effectively.
- Confidence using Microsoft Office and organisational systems.

This is an exciting opportunity to join a friendly and committed team, where your expertise will have a direct impact on the effectiveness and sustainability of our organisation.

If you're looking for a role where you can make a real contribution, influence continuous improvement and support a charity that changes lives every day, we'd love to hear from you.

Closing Date: 2nd August 2026

Job Description

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—Holistic, Educate, Respect, Empower—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.

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:

- 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

Essential

- Good standard of education, including English and Maths, or equivalent relevant experience (assessed by Application form)
- AAT Level 3 Qualification or equivalent (assessed by Application form; certificates may be requested)
- Willingness to undertake appropriate training relevant to the role, including health and safety, safeguarding, governance or systems (assessed by Application form and interview)

Desirable

- AAT Level 4 Qualification or equivalent (assessed by Application form; certificates may be requested)
- Relevant qualification or training in business administration, operations, facilities, finance administration, governance or health and safety. (assessed by Application form; certificates may be requested)

Experience

Essential

- Experience in office management, operations management, business support or a comparable administrative leadership role. (assessed by Application form and interview)
- Experience of managing premises, suppliers, contracts, compliance records or service agreements. (assessed by Application form and interview)
- Experience of supporting health and safety arrangements, governance meetings, minute-taking or action tracking. (assessed by 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. (assessed by Application form and interview)

Desirable

- Experience of working in a charity, voluntary sector, public sector or values-led organisation. (assessed by Application form and interview)
- Experience of supporting bids, funding administration, grant monitoring, SharePoint, policy libraries, or other organisational systems. (assessed by Application form, interview and practical assessment where relevant)

Person Specification

Skills, Knowledge & Abilities

Essential

- Excellent organisational and planning skills, with the ability to manage competing priorities, meet deadlines and maintain effective systems. (assessed by 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. (assessed by Application form, interview and practical assessment)
- Confident communication and relationship-building skills with staff, trustees, suppliers, contractors and external partners. (assessed by Interview)
- Ability to work independently, use initiative, make sound judgements and escalate issues appropriately. (assessed by Interview)
- Good working knowledge of Microsoft Office and digital systems used to maintain records, track tasks and support efficient processes. (assessed by Application form, interview and practical assessment)
- Understanding of confidentiality, data protection, equality, diversity, inclusion, safeguarding and trauma-informed practice. (assessed by Application form and interview)

Desirable

- Knowledge of charity governance, finance administration, contract management, facilities management or process improvement. (assessed by Application form and interview)

Personal Qualities

- **Essential**
- Commitment to The Wish Centre's values of Holistic, Educate, Respect and Empower (H.E.R.E.) (assessed by Interview)
- Demonstrates high levels of integrity, professionalism and ethical practice, particularly when handling confidential and sensitive information. (assessed by Interview)
- Collaborative, approachable and confident in building positive working relationships with staff, trustees, suppliers, contractors and external partners. (assessed by Interview)
- Proactive, organised and accountable, with the ability to identify issues, take ownership and see actions through to completion. (assessed by Interview)
- Commitment to equality, diversity, inclusion, safeguarding and trauma-informed practice. (assessed by Interview)

How to Apply

To apply, please complete our online application via the following link
[Business & Operations Manager Application Form](#)

The closing date for the position is 2nd August 2026.

This post is subject to a Disclosure and Barring Service check at a Enhanced level.

The Wish Centre is committed to promoting equality, diversity, and inclusion in all aspects of our work. We welcome applications from individuals of all backgrounds and identities.

Should you require the application in an alternative format than the link above, please email recruitment@thewishcentre.org

Staff Reward & Recognition

At The Wish Centre, we value our people and recognise the important and often challenging work they do. Our Reward & Recognition offer has been designed to be flexible, fair, and to place staff wellbeing at the forefront, ensuring support reflects individual needs.

Westfield Health – Wellbeing and Savings:

- Westfield Health Cash Plan helps cover everyday healthcare costs, including dental, optical and therapies, with cash back up to set limits
- 24/7 GP access and a confidential Advice & Information Line for medical, legal and financial wellbeing support
- Dependent children covered on key benefits at no extra cost
- Westfield Rewards gives access to discounts, cashback and vouchers with hundreds of high-street and online retailers
- Savings available on shopping, groceries, lifestyle and leisure purchases
- Easy access via an online portal and mobile app

All staff have access to Westfield Health from day 1, our online reward, recognition and wellbeing app.

Flexible Wellbeing Choice

Alongside Reward Gateway, each staff member can choose one additional wellbeing benefit each year, following their probationary period, allowing them to select what best supports their wellbeing.

Options include:

- An extra Wellbeing Day
- A mental wellbeing app subscription
- A wellbeing allowance for approved wellbeing activities or products
- A wellbeing hamper

A Supportive, Values-Led Culture

Our Reward & Recognition approach reflects our commitment to staff wellbeing, flexibility and recognition. By investing in our people, we aim to ensure everyone feels valued, supported and empowered to do their best work.