

JOB DESCRIPTION

SERVICE OPERATIONS MANAGER (SOM)

StreetlightUK is an award-winning and expanding charity, specialising in providing support to women involved in prostitution throughout the UK. We are a passionate, enthusiastic, and dedicated team, resolute in our determination to see an end to sexual exploitation and violence against women.

Under the CEO's leadership, the SOM will implement the charity's vision and ensure the smooth and effective delivery of all StreetlightUK services. The ideal candidate will be an experienced manager with frontline skills in safeguarding and supporting vulnerable adults in a gender and trauma-informed way. They will also possess extensive back-office expertise in HR and finance.

We are looking for an individual with energy, motivation, and dedication to oversee the effective delivery of our services. We seek a senior manager who possesses well-developed self-awareness and the ability to collaborate effectively, develop and implement policy, manage teams, provide training, and facilitate communications.

Line Manager:	CEO
Location:	London (Two days a week in person, one worked remotely)
Hours of Contract	21-28 hrs per week. Flexibility for the right candidate.
Salary:	£22,015 (£38,220 Full time equivalent – 35hrs)
Contract:	2-year contract with extension subject to funding.

Genuine Occupational Requirement (GOR)

Due to the role's history, context, and nature, this post is restricted to female applicants and to those who are Christians under Section 9, Paragraph 1 of the Equality Act 2010. Many local churches form part of our support structure for our work; this role is crucial in managing and developing these links.

ABOUT THE ROLE

In this role, you will play a crucial part in supporting the CEO in managing StreetlightUK and acting on behalf of the CEO as needed. The SOM will facilitate effective management of outreach activities and resources to enhance integrated operations. Your efforts will also focus on promoting and elevating StreetlightUK's reputation within the community and among private, statutory, and voluntary sector agencies and organisations.

Responsibilities include ensuring that every team member understands StreetlightUK's structure, values, and purpose, and has opportunities to contribute to its further development. The ideal candidate will be a strong leader with proven skills in management, HR, and finance, capable of clearly communicating a vision, providing direction, motivating others, and collaborating with all teams across the charity to support the overall strategy.

DUTIES AND KEY RESPONSIBILITIES

- 1) Ensuring that StreetlightUK provides exceptional and flexible support, with service users at the forefront while overseeing the services, policies, processes, and relevant guidelines, is crucial.
- 2) Oversee and manage StreetlightUK's financial processes by collaborating with the CEO, accountants, and Finance Assistant. This includes supervising the preparation of quarterly management accounts, the annual report and accounts, and facilitating the auditing process.
- 3) Assisting the team in managing workflows and tracking activities, outcomes, and impacts, ensuring that appropriate tools are available to facilitate planning and support personal growth.
- 4) Be responsible for sharing our impact examples with donors and other stakeholders while achieving positive outcomes for service users.
- 5) Generate monthly and quarterly reports that highlight service effectiveness and identify areas for improvement. This involves assessing our ICT, software, and internal communication. Ensure compliance with GDPR, amend policies as needed, and make information easily accessible for staff and volunteers. Protect confidentiality and mitigate cybersecurity risks.
- 6) Oversee and document organisational risks while implementing appropriate mitigating measures. Reviewing and updating the risk register and assessments to assist the entire team in effectively managing risks and aligning them with our broader objectives.
- 7) Managing recruitment, which includes posting job openings, organising applications, shortlisting candidates, and coordinating interviews and feedback. It also encompasses overseeing employee onboarding to facilitate a seamless transition and providing support for new hires and interns.
- 8) Oversee office operations, restock supplies, and act as the main point of contact for office communications.
- 9) Oversee the coordination of online support and research activities with managers across all locations, ensuring that StreetlightUK enhances its presence to increase its impact and reach among service users.

OPERATIONAL AND HR

- 10) Ensure the StreetlightUK database and all documentation is maintained to an excellent standard across the service.
- 11) Ensuring compliance with safeguarding, health and safety regulations, and all policies and procedures is maintained, while overseeing accurate employee records and expenses.
- 12) Commit to building robust working relationships with management, employees, and the broader StreetlightUK team by promoting a culture of learning and respect.
- 13) Support staff development through regular one-on-ones and annual appraisals. Lead with empathy and high emotional intelligence to promote staff health, safety, and well-being.
- 14) Lead, mobilise and motivate all staff in the StreetlightUK annual fundraising campaign.
- 15) To enhance our approach and reach more women, you will develop, build, and maintain professional relationships within the voluntary sector. This includes representing the organisation at designated events and networking within the community.
- 16) From time to time, the post holder may be required to perform other duties, as reasonably required, to facilitate the smooth running of the charity.

(The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. Additional requirements will be required on an adhoc basis as required by the CEO and It is expected that duties will be reviewed and revised as required.)

Person Specification – StreetlightUK Service/Operations Manager – London

Criteria	Essential/Desirable	Measured
1. Education / Qualifications	Essential a) Degree/equivalent qualifications, and/or significant work experience. Desirable a) Master's and/or Completed relevant/ professional training	Application Form/ Interview
2. Experience	Essential a) Recent managerial experience of at least 2 years supervising teams and managers, including managing recruitment processes. b) Up to date knowledge and commitment to implementation of Adult and Children safeguarding policies and procedures. c) Experience of developing budgets, working with accountants to produce management accounts, and of managing financial processes. Ideally on Quickbooks. d) Good understanding of GDPR legislation, data protection and confidentiality. e) Experience of developing a risk register and helping others to develop appropriate management risk systems. f) Experience of working with vulnerable women and /or women in prostitution. Desirable a) Direct experience of the not-for-profit sector b) Knowledge of the impact of on and off-street prostitution. c) Producing financial and activity reports for trusts, foundations or philanthropic donors. d) Experience of working with senior managers and a board of directors/ trustees and understanding their different needs.	Application Form/ Interview
3. Skills /Abilities	Essential a) Ability to manage and develop and motivate a team, creating strong relationships both internally and externally and across all levels. b) Strong IT skills (Microsoft Outlook, Word, PowerPoint, Excel, Database, Quickbooks, SharePoint, Teams, Eventbrite). c) Good financial acumen and identification of value-for-money services. Able to develop robust but non-elaborate financial processes and explain them to non-finance experts. d) Ability to time manage a variety of competing priorities and meet deadlines with limited supervision.	Application Form/ Interview (Case Study)

	<ul style="list-style-type: none"> e) Excellent communication, interpersonal, and team leadership skills that model a positive and proactive approach to challenges. f) Ability to take the initiative when given clear parameters and to be solutions orientated. g) Excellent English communication skills, both verbal and written. <p>Desirable</p> <ul style="list-style-type: none"> a) Digital marketing experience. b) Experience of developing tailored supporter journeys. c) Experience of using software such as Mailchimp, Eventbrite, Trello, Autoentry etc. in a variety of environments 	
4. Personal Qualities	<p>Essential</p> <ul style="list-style-type: none"> a) Able to work positively within our ethos, vision and values. b) Committed to the vision and values of StreetlightUK. c) High levels of drive, energy and determination and an entrepreneurial attitude. d) A good listener, not afraid to confront where appropriate. e) Good problem-solving skills and ability to quickly adapt to rapidly changing environments f) Highly developed sense of self-awareness, ability to work with different points of view, and commitment to finding common ground with a range of colleagues. g) Self-motivated and gets personal satisfaction from ensuring tasks are completed to a high standard. h) Methodical, forward thinking, and a high attention to detail particularly in data analysis and record keeping i) Methodical and the ability to multitask whilst delivering consistent quality work with a high level of accuracy. 	Application Form/ Interview