



OPERATIONS MANAGER JOB DESCRIPTION

Salary: £16,800 per annum for a 16-hour week (£42,000 FTE).

Working hours are flexible, and the employee is expected to keep an accurate record of hours worked. Working patterns should reasonably align with those of other staff to ensure coordinated operations.

Location: This is a remote-working role.

The focus of the role is UK wide, and much of the work can be done from any location but the post will entail attending regular meetings with the Trustees and Staff Members either online or occasionally in-person. There is also a requirement to attend the annual PCN national conference, unless otherwise agreed upon with the Director.

Pregnancy Centres Network vision: Serving centres, building best practice

Pregnancy Centres Network is a Foundation Charitable Incorporated Organisation. We exist to encourage pregnancy centres in their work of non-directive support for those facing unplanned pregnancy or struggling with pregnancy/child loss concerns, exercised with care and compassion based on Christian principles. We also support centres as they engage in preventative work educating young people in schools and other settings. Our vision is that no-one in the UK has to face unintended pregnancy, abortion or other pregnancy loss alone, and that young people are empowered to make healthy decisions about relationships and sex. Following our inception in 2015 the focus of our work has been building relationship with centres, in order to understand their needs, deliver appropriate resources and develop our role. We are a non-campaigning organisation and have established active engagement with around 40 centres. In addition to maintaining delivery of existing services, trustees have now articulated the mission to grow the number of centres and develop ways in which we can represent centres in the public sphere, particularly in raising awareness of the need for this work.

Job Role Responsibilities: The role of the Operations Manager is a senior leadership position. You will work collaboratively with the Director and Trustees to develop the vision of PCN and strategically plan its growth within your areas of responsibility.

Essential to the post is a thorough understanding of the work and ethos of Pregnancy Centres Network and the centres we serve, however, a strong willingness and ability to learn will be equally considered. The Operations Manager will need to develop a full understanding of where Pregnancy Centres Network sits in the national picture, both in the Christian and the secular world. They will have, and continue to develop, a thorough understanding of the issues faced by local centres.

The role carries a Genuine Occupational Requirement whereby the successful applicant will agree with the Pregnancy Centres Network Statement of Faith and be a practising Christian.

Accountable to: Director

Responsible for: Training Lead, Centre Engagement Lead

PLEASE NOTE: This job description gives a broad overview of the types of responsibilities but is subject to change in discussion with the Director, based on needs/demands in the work of PCN.

The Operations Manager position will involve the following...

Vision and leadership

- Champion a mindset of continuous learning and process improvement across internal teams
- Lead efforts to cultivate a culture of continuous growth, development and collaboration among aligned centres
- Envision the Training Lead and Centre Engagement Lead as pivotal drivers of this vision

Strategy

- Equip and empower PCN's Centre Support Team to in their efforts to:
 - Support and build relationships with the local centres through regular contact
 - Lead the development and mentoring of new centres, motivate and support existing centres, and proactively address and resolve emerging issues
 - Encourage networking and collaboration amongst centres, strengthening relationships and increasing efficiency
 - Actively engage aligned centres in the PCN's training and CPD programmes, delivering a high-quality user experience that drives successful participation and completion
- Attend trustee meetings and subcommittees as required

Management

- Provide line management and collaborative support to the Training Lead in the maintenance and delivery of current training courses, as well as the design and development of new programmes, ensuring alignment with the organisation's vision and ethos
- Provide line management and collaborative support to the Centre Engagement Lead, ensuring effective relationship-building and sustained support for local centres
- Work collaboratively with the Events Coordinator to direct the planning of the annual national conference
- Ensure implementation and maintenance of relevant policies and procedures

Essential Characteristics

Skills & Experience

- Strong communication skills – able to convey information clearly to diverse audiences.
- Proven ability to lead a team, building and maintaining positive working relationships across different teams or partner organisations.
- Experience in training, facilitation, or learning development (designing, delivering, or coordinating training).
- Strong organisational and planning skills, with the ability to manage multiple tasks and deadlines.
- Ability to problem-solve - identify issues and support centres or teams in finding constructive solutions.
- Confidence working independently while also being an effective team player.
- IT literate with experience using Microsoft based applications and online meeting platforms

Personal Attributes

- Strong committed to the vision and ethos of Pregnancy Centres Network, with a passion to support aligned centres and encourage best practice
- Collaborative mindset – bringing people together and encouraging shared learning.
- Proactive and self-motivated, with a commitment to continuous improvement.
- Adaptable and flexible, able to adjust to evolving needs or priorities.
- Empathetic and approachable, creating a safe environment for learning and development.

Desirable Characteristics

Skills & Experience

- Experience working in a charity, education, or community-based environment.
- Background in coaching, mentoring, or supporting professional development.
- Knowledge of CPD frameworks or training quality standards.
- Experience managing or supporting remote or geographically dispersed teams or centres.
- Data-informed approach – able to use feedback or performance data to improve training programmes.

Personal Attributes

- Innovative mindset – brings fresh ideas for developing training and engagement strategies.
- Strong diplomacy and negotiation skills, particularly when working with diverse groups.
- Confidence facilitating group discussions and encouraging participation.
- Calm under pressure, able to handle issues or conflicts constructively

Application process:

To apply, please contact admin@pregnancycentresnetwork.org.uk to receive a link to a secure online application form to complete.

Once completed, please notify admin@pregnancycentresnetwork.org.uk.

If you have any questions about the role or would like to discuss it further before you apply, please contact PCN Director, Alice Czajka on alice@pregnancycentresnetwork.org.uk.