

Operations and Business development Manager

Job Description and Person Specification



Reporting to: Head Teacher & Trustees	Responsible for: Administration team, Finance team and Site Manager. All staff for HR Purposes.
Usual hours of work: 25 hours per week spread over 4 days.	Location: Charnwood Nursery School Heaton Moor
Salary: FTE £37,791.00 ACTUAL £19,864.50	Term Time plus 2 weeks & Training time (41 weeks)

Charnwood is a registered Charity founded on the Christian belief that every person has inherent worth and dignity, promise and purpose. Our commitment is to support families as they nurture their children to reach their full potential. The inclusive setting means that all children can play, learn and participate in ways that are meaningful for them and parents / carers can be guided and supported in the best interests of themselves and their family.

We are an equal opportunities employer, and we ensure that no applicant or employee receives less favorable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race. All our roles are subject to an Enhanced DBS check and 2 Satisfactory references.

Person Profile

The Operations Manager is a key member of the Senior Leadership Team and is responsible for the effective operational, financial, fundraising, and administrative management of The Charnwood Trust. The postholder will work closely with the Headteacher, Trustees, staff, parents, and the wider community to ensure the long-term sustainability and growth of the organisation.

A significant aspect of this role is securing and diversifying income through grant applications, bid writing, fundraising initiatives, donor engagement, and developing strong community partnerships that support the charity's mission and objectives.

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The ideal candidate will possess all of the below:

- Tact and diplomacy in all interpersonal relationships with the public, colleagues at work and the children.
- Self-motivation and personal drive to complete tasks to the required timescales and quality standards.
- The flexibility to adapt to changing workloads demands and any new challenges.
- Personal commitment to ensure that services are equally accessible and appropriate to meet the diverse needs of the service users.
- Personal commitment to continuous trust and personal development

Principal Accountabilities

- To lead Charity fundraising events with the support of admin and finance team
- To ensure effective HR management of the trust's business to fulfill the organisational vision and policies of the Trustees
- To be the principal adviser to the Trustees on fundraising and possible funding available.
- To ensure that all company secretarial, regulatory and statutory obligations are met on behalf of the Trust
- Research, develop, and submit funding bids and grant applications to support the Trust's strategic objectives and financial sustainability in partnership with key staff.
- To build relationships within the community and be the fundraising contact for the Trust.
- To drive the Charnwood brand through social media and visual communications
- To ensure that appropriate, effective systems and controls and risk assessments are in place to safeguard the assets and integrity of the organisation with support from the Headteacher
- Work collaboratively with the Headteacher to manage and maintain the school calendar, including term dates and key events throughout the academic year.
- To represent Charnwood Trust externally and promote the image and reputation of the charity, building effective relationships in line with the Trustee's aims and policy
- To ensure that all of Charnwood activities are conducted in accordance with the Trust's Christian values and ethos as set out in its constitution

Main Duties & Responsibilities

1. Strategic Leadership

1.1 Continually review management systems, operational structures, financial performance, and fundraising activities to ensure sustainability and the ongoing development of an effective organisation that responds to changing circumstances.

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1.2 Attend and report in Senior Leadership Team meetings and, where required, Trustee meetings on areas of responsibility, including overall operations, fundraising, funding, community engagement, and business development.

1.3 Support the Headteacher in the efficient and effective management of Charnwood, enabling Trustees to fulfil their governance responsibilities and ensuring that accurate and timely information is provided on all operational, financial, fundraising, and business matters.

1.4 Work collaboratively with Trustees and the Senior Leadership Team to identify and evaluate needs, opportunities, partnerships, and resources that support the growth and development of the Trust.

1.5 Develop and implement strategies that increase charitable income, community engagement, and long-term sustainability.

2. Risk Management and Compliance

2.1 Identify operational and financial risks in consultation with the Finance team, Site Manager, Headteacher and Trustees.

2.2 Ensure appropriate risk mitigation strategies are developed, implemented, and regularly reviewed.

2.3 Oversee compliance with all financial, charity, safeguarding, health and safety, GDPR, fundraising, employment, and regulatory requirements.

2.4 Manage the Trust administration teams and ensure secure and accurate maintenance of financial, personnel, child, and organisational records.

3. Fundraising, Communication and Community Development

3.1 Develop and maintain effective communication with staff, parents, volunteers, service users, supporters, donors, and the wider community.

3.2 Develop and implement fundraising and marketing strategies with clear objectives, income targets, and performance measures.

3.3 Research, develop, and secure new income streams including grants, trusts, foundations, corporate sponsorship, donor programmes, and community fundraising initiatives.

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3.4 Lead the planning, coordination, and delivery of charity fundraising events throughout the year, ensuring events raise income, increase awareness, and strengthen community engagement.

3.5 Build and maintain relationships with local businesses, community groups, churches, schools, and potential sponsors to encourage donations, sponsorship, volunteering, and partnership opportunities.

3.6 Develop and oversee donor stewardship activities to encourage repeat donations and long-term support.

3.7 Oversee and monitor Charnwood's website, online presence, and social media channels to promote services, fundraising activities, and community impact.

3.8 Identify and manage media opportunities that raise the profile of Charnwood Nursery & Pre-School Charity and communicate its charitable impact.

3.9 Support the development of volunteer programmes and community ambassador initiatives that strengthen local engagement.

4. Personnel Management

4.1 Ensure suitably qualified and capable staff are recruited, inducted, developed, and retained within operational and administrative functions.

4.2 Contribute to a collaborative and supportive Senior Leadership Team, promoting collective responsibility and effective decision-making.

4.3 Support the development of staff through training, appraisals, supervision, and professional development opportunities.

4.4 Maintain effective communication systems that support staff engagement and organisational development.

4.5 Provide line management for operational and administrative staff as agreed by the Headteacher and Trustees.

4.6 Organise regular team meetings and supervision sessions.

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4.7 Conduct annual appraisals and performance reviews in line with organisational policies.

5. Resource and Premises Management

5.1 Ensure effective management and development of the nursery's resources and facilities with Site Manager.

5.2 Ensure buildings, grounds, equipment, and learning environments are maintained to a high standard with the support of the Site Manager.

5.3 Maintain and regularly review inventories, maintenance schedules, and asset management systems lead by the Site Manager.

5.4 Identify opportunities to maximise the use of nursery facilities to generate additional community benefit and income.

6. Partnership and Stakeholder Relationships

6.1 Develop and foster strong relationships with parents, local residents, businesses, community organisations, churches, schools, local authorities, and other relevant stakeholders.

6.2 Lead the formation of partnerships that enhance services, strengthen community impact, and support fundraising objectives.

6.3 Develop and maintain a network of supporters, donors, volunteers, community champions, and Friends of Charnwood.

6.4 Represent the nursery and charity at community events, networking opportunities, and stakeholder meetings.

6.5 Actively promote the charity's mission and values, strengthening Charnwood's reputation within the local community and beyond.

Additional Duties & Responsibilities

- To understand and follow Charnwood policies and procedures
- To ensure the wellbeing of the children and follow the Child Protection and Safeguarding procedures where you have any concerns
- To act on any health and safety concerns reported as soon as possible
- To attend training and team days as appropriate

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This job description should be read in conjunction with the person specification. It is not a comprehensive list and you may be required to carry out additional tasks from time to time. The job descriptions are reviewed annually in line with business needs and so the scope of the job may change, this will be discussed with you as part of your annual appraisal.

Person Specification – Operations Manager		
Skill / Experience	Essential (E) Desirable (D)	Evidence Application Form (A) Interview (I) References (R)
Experience of managing a team	E	A / I / R
Highly effective organisation and time management skills and a strong attention to detail	E	A / I / R
Highly effective written and verbal communication skills	E	A / I
A confidence in all aspects of Microsoft apps and other databases	E	A / I
An understanding of Personnel Management including Safer Recruitment, contracts and appointments, motivation and development of staff and sickness and performance management	E	A / I / R
Proven record of developing effective relationships with stakeholders and others and working effectively as part of a number of teams	E	A / I
Considerable experience of working at senior level and managing staff from a variety of roles and carrying out supervisions, appraisals and performance management	D	A / I
An understanding of GDPR, information sharing and confidentiality and the implications on an organisation	E	A / I
A strong understanding of how to keep Children, Staff and Visitors safe	E	A / I
Experience leading events / Experience in fund raising in a variety of forms including individual and foundations	D	A / I / R

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Experience in operations management or a similar role	D	A / I / R
Knowledge /experience of bid writing	D	A / I
Relevant experience or familiarity with early years education and Child Care including the EYFS	D	A / I
An understanding of OFSTED requirements	D	A / I
An understanding of the regulatory requirements of the Charity Commission	D	A / I