Job Title:	Hours:	Location:
Operations Lead	35 hours per week spread across 5 days	The Creative Living Centre, 1A Rectory Lane, Prestwich, M25 1BP
Reporting to:	Key responsibility:	Pay:
Senior Management Team	To ensure the effective running and delivery of a high-quality mental health support service.	£28,267 (actual) 30,500 (FTE) - £31,267.60 per annum (actual) £33,500 (FTE) Pay dependent on experience

Operations Lead

As part of the Creative Living Centre (CLC) Management Team, the **Operations Lead** is responsible for the smooth and efficient day-to-day running of all operational functions across the organisation. This role ensures that CLC's mental health support services are delivered safely, reliably, and to high quality standards by overseeing systems, facilities, staffing, compliance, and service processes.-to-day running of all operational functions across the organisation. This role ensures that CLC's mental health support services are delivered safely, reliably, and to high quality standards by overseeing systems, facilities, staffing, compliance, and service processes.

The Operations Lead will manage onsite operational staff, maintain effective operational workflows, ensure strong safeguarding practice as the Designated Safeguarding Lead (DSL), and oversee administrative, financial, and procedural tasks that keep the Centre functioning. They will work collaboratively across departments, maintaining excellent relationships with staff, members, volunteers, partners, and funders while supporting the implementation of the CLC Strategy.

Key Responsibilities

Service Delivery Oversight

- Lead on the day today operational running of the Centre, ensuring all services, rooms, staff activities, and community programmes run smoothly and on schedule.
- Oversee room bookings, ensuring accurate invoicing, follow-up, and communication with external and internal users.
- Manage processes relating to missed appointments, cancellations, and rescheduling to ensure efficient service flow.
- Support ongoing administration and coordination of the long-term Lottery funded project, including appointment tracking, monitoring, and rebooking.
- Ensure activities, groups, and sessions are properly timetabled and resourced.

Administrative & Systems Management

- Lead and streamline administrative workflows, ensuring efficient record-keeping data entry, monitoring procedures, and documentation.
- Maintain high-quality data governance across operations, ensuring information is stored securely and accurately.
- Oversee the use of digital systems including IT, telecoms, software, and CCTV, ensuring systems function effectively and that digital processes are continually improved.
- Support coordination of finance processes such as petty cash handling, and authorising invoices.

Service Quality & Compliance

- Ensure adherence to all organisational policies, procedures, and compliance standards.
- Monitor service performance and user experience, implementing improvements where necessary.
- Ensure compliance with legal and regulatory requirements, including Health and Safety, Information Governance, Employment Law, Equality, Diversity & Inclusion, and funder requirements.
- Contribute to the review, development, and implementation of operational policies.

Training & Workforce Development

- Identify operational training needs within the team and support the roll-out of required training.
- Coordinate and support induction and routine training for operational staff and volunteers.
- Support student placements, including managing paperwork and mentoring requirements.

Safeguarding Responsibilities

As the Designated Safeguarding Lead (DSL), the postholder will:

- Provide safeguarding leadership, guidance, and decision-making for staff, therapists, students, and volunteers.
- Manage safeguarding disclosures, escalating and reporting appropriately to external safeguarding services where required.
- Deliver safeguarding training to new staff and volunteers.
- Maintain high-quality safeguarding records and ensure compliance with safeguarding policies.

Therapy Coordination

- Support therapy delivery processes, including managing waiting lists, allocating service users, coordinating therapist communication, and supporting quarterly meetings.
- Contribute to monitoring and documenting progress of student therapists on placement.

Line Management Responsibilities

The Operations Lead will line manage onsite and offsite operational staff, ensuring strong communication, performance oversight, and wellbeing support. This includes:

Direct management of:

- Office Administrator / Receptionist
- Café Lead
- Allotment Lead
- Caretaker
- Cleaner

Building & Facilities Management

- Serve as CLC's Health and Safety Lead, ensuring risk assessments, checks, and compliance documentation are completed and reviewed.
- Maintain oversight of all CLC facilities including therapy rooms, meeting rooms, café, kitchen, reception, bathrooms, and outdoor areas.
- Ensure onsite café operations meet food safety and hygiene standards.
- Oversee maintenance, repairs, supplier management, and building security procedures.

Other Responsibilities

- Support the management team with income generation, funding applications, and bid development.
- Represent CLC in local, regional, or national meetings where appropriate.
- Take on additional operational projects as directed by the Senior Management Team.
- Embed and champion CLC values and mission across all areas of operational delivery.

Person Specification

Experience	
Essential	**Desirable**
• Experience of supervising or line managing team members including performance management, absence management, recruitment and training and development.	• Working within charities, counselling services or similar organisations. • Experience of working within the Bury area in particular within VCSE organisations • Experience with creating and delivering training to staff and / or volunteers

• Experience creating, delivering, and managing organisational systems, processes and policies. • Safeguarding experience. • Ability to run reports and interpret data for dissemination as required. • Health and Safety experience • Experience of working with people with a range of mental health needs	including best practice and internal safeguarding • Experience with quality monitoring and auditing • Experience supporting others to develop training sessions and courses around mental health and wellbeing
Knowledge and Qualifications	
Essential	**Desirable**
• Knowledge of operational governance, including policies, procedures, quality assurance and compliance • Knowledge of safeguarding principles, responsibilities and escalation processes • Knowledge of mental health challenges • Understanding of data protection, confidentiality, and information governance standards	• Designated Safeguarding Lead Training or Safeguarding to Level 3 • An understanding of Health and Safety law and practice. • Knowledge and / or experience of Data Protection. • Understanding of food safety and hygiene management systems, or similar food safety/hygiene documentation
Personal Attributes	
Essential	**Desirable**
• Ability to effectively manage multiple priorities. • Able to deal with complex and challenging issues in a calm and positive way. • Highly organised. • Ability to motivate self and others. • Demonstrable leadership skills. • Building and maintain positive relationships with a variety of individuals. • Forward thinking and proactive • Excellent communication skills. • Ability to communicate in a range of styles to meet individual needs	• Strategic thinker with ability to see things differently. • Able to develop relationships with external organisations and stakeholders.

Application Process

Please send a CV and cover letter demonstrating how you meet the criteria to jonathan.billings@creativelivingcentre.org.uk. The closing date for applications is 28th February 2026.

For enquiries or for an informal discussion about the role, please contact us by calling 0161 696 0751 and asking to speak to a member of the management team.