

## **Operations Manager (Part-Time, 0.6 FTE)**

Location: Bristol (Hybrid Working)

### **About Marmalade Trust**

Marmalade Trust is the UK's leading loneliness charity, dedicated to raising awareness of loneliness and helping people make new social connections. We run impactful campaigns such as *Loneliness Awareness Week* and deliver year-round support through projects that connect and inspire communities.

We're looking for a highly organised and collaborative **Operations Manager** to join our small but ambitious team. This role is central to ensuring Marmalade Trust operates efficiently, sustainably, and effectively, combining operational leadership with oversight of governance, HR, resources, and project delivery.

We know that the right fit matters just as much as experience. Even if you don't meet every single requirement in the job description, we'd still love to hear from you, your skills and passion may be exactly what we're looking for.

### **About the Role**

Reporting to the Chief Operating Officer, with direct line management responsibilities. You'll oversee systems and processes that keep the charity running smoothly, while supporting the delivery of projects that make a real difference.

### **Key Responsibilities**

- **Leadership & Team Management:** Provide supportive line management, fostering a collaborative, high-performance culture.
- **Governance:** Ensure compliance with policies, contracts, GDPR, safeguarding, and health & safety. Oversee project delivery standards and reporting.
- **Resources & Systems:** Manage office operations, IT systems (Google Workspace, Monday.com, Lamplight CRM), and light touch HR administration, including recruitment support.
- **Project Delivery & Evaluation:** Oversee the delivery of new and existing projects, ensuring objectives, KPIs, timelines, and budgets are met. Lead impact measurement and reporting.
- **Organisational Development:** Contribute to strategy and sustainability, making best use of people, resources, and partnerships.

## **About You**

You'll be an experienced and proactive operations professional, with the ability to balance attention to detail with strategic thinking. You'll thrive in a small, values-driven organisation and enjoy working collaboratively to deliver impact.

## **Essential Skills & Experience**

- Proven operational management experience ideally in a charity, non-profit, or SME.
- Experience of line management and supporting staff development.
- Excellent organisational and project management skills.
- Knowledge of governance, compliance and safeguarding
- A proactive, solution-focused, and collaborative approach.

## **Desirable**

- Experience in the voluntary/community sector.
- Knowledge of loneliness, wellbeing, or social connection issues.
- Familiarity with CRM systems (e.g., Lamplight)
- Knowledge of HR processes.

## **Contract Details**

- Part-time: 0.6 FTE
- Location: Hybrid working, based in Bristol
- Occasional evening/weekend work may be required

## **How to Apply**

Please send your CV and either:

### **Video/Audio (Option1)**

A short 2–3minute video or audio clip telling us:

- What has motivated you to apply
- Key achievements relevant to the role.

### **One Page Profile (Option2)**

A one-page profile covering:

- What has motivated you to apply
- Key achievements relevant to the role.