



Job Description: Operations Director

Title: Operations Director
Reports to: Chief Executive Officer
Location: St Swithins Church, Bath

Introduction

As a Christian charity, Genesis works with local churches and volunteers in the wider community in Bath and the surrounding area to help disadvantaged and vulnerable individuals and families to change their lives.

We do this by meeting their immediate needs, providing compassionate help and journeying with them as they gain confidence, learn new skills, overcome challenges, improve their prospects, and make choices for themselves to restore and rebuild their lives.

We provide and enable a range of practical and person-centred support services to help people in need develop healthier lifestyles and overcome poverty in all its forms. We recognise that poverty is not just about lacking material resources but can encompass a lack of relationships and network of support, and a lack of identity and purpose.

We aim to address this through practical help, personal encouragement, mentoring and training. As an independent organisation that is not reliant on public funds, we encourage and enable a more community-based approach to providing long term transformational joined-up support.

The Operations Director will be the core member of the Central Services Team (CST). The role of the CST is to provide the following functions to the projects within Genesis: leadership and supervision, governance, financial recording and reporting, fundraising, HR, and H&S support, Safeguarding, Internal and External communications, Property Management and other general office functions. In addition, Data Protection complaints, IT and Phone Management and Volunteer management.

Job Purpose:

- To ensure that Genesis Trust Bath remains legally compliant in all relevant aspects of UK law, such as Health and Safety (H&S), Human Resources (HR), Employment Law, Data Management/GDPR and Protection, Safeguarding (including DBS checks), etc.
- To manage Genesis' property.
- To procure and manage the Genesis IT infrastructure
- To ensure all Project Managers are following policies and procedures for compliance.
- To oversee the Recruitment process.
- To develop, deliver, lead and manage the Volunteer Programme.
- Uphold the Christian ethos of Genesis Trust.

Success in this role is measured by:

- Successful engagement of sufficient and enthusiastic volunteers for the whole of Genesis.
- Excellent client and volunteer satisfaction feedback.
- Excellent managers/staff feedback
- Effective delivery of health & safety policies for "Safety and Safeguarding".
- Effective management of Genesis' properties.

Job Tasks:

Leadership and Management

- To lead with a clear set of objectives, strategy and deliverables for your area.
- Lead and manage staff and volunteer teams, including their training and development.
- Ensure that you have regular one to ones with immediate line managed staff, that annual reviews are completed, and that each has a Personal Development Plan.
- Have regular management and volunteer meetings to assist the running of your area.
- Attend regular meetings with key staff and away days as necessary.
- Maintain the Christian ethos of Genesis.
- Deploy data and financial processes and systems.
- Ensure that all Genesis policies and procedures are adhered to.
- Be an ambassador for Genesis.

Administration

- To input to the development and use of the Assemble platform.
- Ensure that the Genesis Trust health and safety policies, procedures and standards are met and that the safety remains a priority.
- Ensure that all health and safety issues are recorded and reported.
- Ensure that property issues are notified and dealt with appropriately.
- Ensure accurate and appropriate records are completed following GDPR regulations.
- Effectively manage allocated budgets.
- Provide a monthly verbal update to the CEO with quarterly written report.

Organisation & Systems:

- Ensure the smooth running of the office, IT and the maintenance of supplies, stationery and equipment.
- Ensure the effective recruitment and management of staff and volunteers within Genesis Trust Bath.
- Ensure the development and implementation of new administrative, data management and IT systems as required.
- Support Project Managers, Co-ordinators and Team Leaders by ensuring they have the information they require to perform their duties.
- Ensure that all reports and information required from Project Managers, Co-ordinators and Team Leaders are clearly communicated and received.
- Ensure that all project and volunteer guidelines are kept up to date and implemented.
- Ensure Project outcomes are properly recorded.

Reception / Public Relations:

- Represent and uphold the Christian values of Genesis Trust Bath in all dealings with outside bodies, particularly local churches and congregations.
- From time to time, be available to speak to outside bodies about the work of Genesis Trust Bath. This will include speaking in churches and explaining the Christian/biblical context within which the charity operates.

Contracts:

- Manage supplier contracts (in conjunction with the finance, property & data teams), especially HR & H&S consultants, insurance, utilities, IT support, DBS checks, stationery and other suppliers.
- Maintain the condition of the office and its equipment, arranging for any necessary servicing and repairs.

Policies, Procedures and Compliance:

- Liaise with the relevant organisations and ensure that all policies are up to date and reviewed as appropriate. Monitor the implementation of policies ensuring due diligence is performed.
- Organise and manage the filing and demonstrability of both hard and soft paperwork.
- Ensure that all projects have a suitably trained Health and Safety Co-ordinator and that all aspects of the work of Genesis remain compliant with UK Health and Safety law and good practice.
- Ensure that the recruitment and management of staff is carried out with due reference to UK employment law, and that the rights of all staff and volunteers are safeguarded.
- Ensure that staff, volunteers and vulnerable people who come into contact with Genesis Trust Bath are fully safeguarded. If required in a particular situation by Genesis Trust Bath and / or DBS guidelines, ensure that DBS checks are carried out on all staff and on any volunteers for whom it is necessary.

People Management:

- Work closely with the Ops Manager in coordinating any administrative office support.
- Assist with training/mentoring/coaching of staff members, volunteers or clients.
- Supervising and co-ordinating with volunteer run project management teams and leaders to ensure there is compliance with policies and procedures.
- HR Interviews etc

Organisational Development:

- Meet regularly with the CEO and take part in discussions on strategy formulation and organisational development.
- Liaise with Project Managers to plan involvement in client support, including being on duty sometimes when the projects are open.

Leadership and Management

- Help develop and improve the administrative procedures and practices of the charity.
- Continually develop processes and procedures for the organisation to ensure they are legally compliant and fit for purpose.
- Take part in management meetings and take on action points as appropriate.
- To represent Genesis on some external committees as appropriate.
- Be flexible and help provide cover across Genesis when others are away or ill.
- To help ensure that Genesis' health and safety policies, procedures and standards are met.

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Liaison

- Liaise with appropriate voluntary and statutory agencies in relation to the impact on the functions of Genesis as a charity.
- Monitor and maintain awareness of the services offered by other voluntary and statutory agencies where Genesis would benefit in working closely with them.
- Promote Genesis locally within churches and other supportive groups.

Professional Development:

- Undertaking any training as required to keep abreast of changes in relation to policies and procedures as well as relevant legislation which would impact on the functioning of the charity.

Internal and external relationships:

The post holder will work with the:

- The CEO to contribute to future strategy and implement the Vision, Mission and strategic aims of the Charity.
- Fundraising & Communications team to ensure that all opportunities to grow support are maximised.
- Finance team to track and record income and expenditure.
- Other Genesis projects to help client delivered services i.e. the Pathways Programme.
- Appropriate voluntary and statutory agencies and organisations.

Support will include:

- The CEO
- Appropriate training in the form of courses, seminars and events.
- Access to emotional support services.
- Regular 1:1s and annual appraisal.

Person Specification

	Essential	Desirable
Qualifications		Degree standard or equivalent relevant professional experience/qualifications
Experience	Paid or unpaid experience of office or project administration. Managing multi-disciplinary systems, processes and procedures i.e. HR, IT, H&S, Safeguarding, Data Protection, etc.	

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	Recruitment of Staff and Volunteers	Some experience of engaging with vulnerable adults. Experienced to some degree, whether in a voluntary or professional capacity, in working with those who are homeless or have experienced homelessness, have substance misuse and / or mental health issues.
Skills/Knowledge	Ability to provide overall vision, lead, motivate and develop a team including setting priorities and goals that are achievable as well as aspirational and inspiring. Proficient in relevant IT packages including Microsoft Word and databases. Good communication skills, both written and oral. Able to complete and maintain records. Able to come alongside clients in a non-judgemental way, but with the ability to challenge behaviours and set goals. IT Management & Infrastructure	Able to manage and train for the dealing of difficult behaviour from clients.

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Qualities	Passionate about Genesis and its mission. This post has a genuine occupational requirement for the post-holder to be a committed Christian. Passionate about assisting people to access all the help they need to move on and enjoy satisfying lifestyles. Willing to work flexibly to meet the needs of the project. Self-motivated, energetic and able to prioritise.	The candidate will need to attend courses on addictions, mental health, benefits, etc.
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Job description agreed:

Post holder's signature:

Name:

Line Manager's signature:

Name:

Date:

August 2026

END.