



Operations Manager

Honeypot Dalleagles, New Cumnock, East Ayrshire

Reports to: Director of Operations

Salary: £33,600 -£35,200 (with probationary review) FTE £42,000-£44,000

Hours: 4 days/30 hours (including occasional evenings and weekends)

Job Purpose

The Operations Manager is responsible for the safe, effective, and high-quality delivery of Honeypot Scotland services. This includes operational leadership, safeguarding accountability, workforce management, and oversight of the site, systems, and resources.

The role leads a flexible, predominantly zero-hours workforce and ensures consistent service delivery through clear communication, defined expectations, and robust operational processes.

Working closely with the Fundraising Team, the postholder ensures services are deliverable, sustainable, and aligned with organisational growth, contributing operational insight to support funding decisions and future planning.

Key Responsibilities

1. Service Operations & Delivery

- Lead the delivery of respite breaks, health and wellbeing programmes, memory-making days, and outreach services
- Ensure services are safe, high-quality, and consistently delivered in line with organisational standards
- Plan and manage staffing rotas, logistics, and operational delivery (including transport, catering, and equipment)
- Maintain compliance with safeguarding, health & safety, and risk management standards
- Use digital systems and communication tools to coordinate delivery across a flexible workforce
- Ensure all operational plans, changes, and expectations are clearly communicated in writing
- Monitor service capacity, pressures, and constraints, providing clear insight to inform organisational planning and funding decisions
- Build and maintain effective relationships with schools, referrers, and local partners

2. Safeguarding & Risk Management

- Act as Designated Child Protection Lead (DCPL) for Scotland
- Ensure safeguarding policies and procedures are fully implemented, embedded, and consistently applied
- Maintain accurate and timely written records of incidents, escalating concerns appropriately
- Oversee health & safety systems, including fire safety and emergency procedures
- Ensure all external activity (e.g. visits, supporter engagement) is safely managed and does not compromise service delivery

3. Stakeholder Engagement

- Build and maintain strong relationships with families, schools, and partner organisations
- Proactively identify, research, and engage new referring agencies to grow and diversify the referral base
- Develop targeted engagement activity to increase awareness and access to services, with particular focus on Glasgow, Edinburgh, and North/East Ayrshire
- Represent Honeypot in external meetings, partnerships, and community activity
- Support the development of effective referral pathways and ensure accessibility of services
- Ensure all external communications accurately reflect service availability, capacity, and safeguarding requirements
- Maintain high standards of clear, professional, and consistent written communication

4. Staff Leadership & Development

- Line manage the Children's Services Coordinator, providing day-to-day leadership and oversight, alongside a flexible, predominantly zero-hours workforce delivering child-facing services
- Lead recruitment, induction, supervision, and performance management within a dispersed team model
- Develop a positive, accountable, and high-performing team culture across a workforce that is not consistently site-based
- Ensure clear, consistent, and timely communication with all staff using appropriate digital platforms
- Foster team cohesion, engagement, and inclusion regardless of working pattern or availability
- Set clear expectations for performance, safeguarding practice, and conduct, ensuring accountability across the workforce
- Implement structured communication and check-in processes to maintain oversight of performance and staff wellbeing
- Ensure all staff maintain required training, competencies, and compliance through proactive tracking and follow-up

5. Site & Facilities Management

- Oversee the maintenance and safe operation of the site, grounds, and equipment
- Manage contractors and ensure all works are delivered to required standards
- Ensure safe management of vehicles and transport, including minibuses
- Identify and plan for future site and capital improvement needs to support long-term service sustainability

6. Finance & Administration

- Manage operational budgets, ensuring cost-effective use of resources
- Monitor expenditure and contribute to annual budget planning processes
- Produce regular reports on service performance and operational activity
- Oversee HR-related admin including payroll inputs, timesheets, and workforce records
- Use digital systems to maintain accurate data on staffing, service delivery, and operational performance

7. Strategic & Operational Planning

- Work with the Director of Operations to deliver organisational strategy and operational priorities
- Ensure service delivery aligns with organisational goals and available capacity
- Support audits, inspections, and continuous improvement activity
- Maintain visibility of workforce capacity, performance, and operational delivery through structured reporting and digital systems
- Identify and communicate operational risks, pressures, and opportunities
- Contribute to funding proposals, ensuring commitments are realistic, deliverable, and aligned with operational capability
- Advise on the feasibility and operational implications of new opportunities and service developments

Person Specification

Essential

- Proven experience in operations management (ideally within children's services or social care)
- Strong safeguarding knowledge and experience (DSL or equivalent)
- Significant experience managing and developing staff, including flexible or zero-hours workforces
- Experience leading and engaging dispersed or non-site-based teams
- Financial management and budgeting experience
- Strong knowledge of health & safety and risk management
- Excellent written communication skills, with the ability to produce clear, accurate, and professional documentation
- Strong IT skills, including use of digital communication platforms, CRM systems, and reporting tools
- Ability to work independently and maintain oversight in a remote or dispersed environment
- Strong stakeholder engagement and relationship management skills
- Own transport with appropriate valid license.

Desirable

- Leadership/Management qualification (Level 5 or equivalent)
- Experience in residential or respite care settings
- Experience implementing communication strategies for dispersed or non-traditional workforces
- Understanding of how service delivery supports organisational sustainability and growth
- First Aid qualification
- Minibus driving certification
- Knowledge of GDPR in childcare settings

Additional Information

- Flexibility required, including occasional evenings and weekends
- Enhanced DBS check required
- Ability to travel independently is essential

Please complete and submit the application form on our website