**Impact and Operations Manager**

**Home-Start Richmond, Kingston and Hounslow**
**Salary:** NJC Scale 27–31 (£39,219 – £42,660 FTE including London Weighting), pro rata
**Contract:** Permanent, Part-Time: 21-28 hours per week
**Location:** Hybrid working with office presence at Vestry House, 21 Paradise Road, Richmond, TW9 1SA
**Benefits:** Excellent pension scheme, generous annual leave, flexible working

**Make a Difference Where It Matters Most**

At Home-Start Richmond, Kingston and Hounslow, we believe that **childhood can’t wait**. We’re a vibrant, community-rooted charity supporting families through the critical early years of parenting. Our volunteers and staff work side-by-side with families, offering emotional and practical support, building confidence, and creating lasting connections.

We are now seeking an **Impact and Operations Manager** to join our passionate team and help shape the future of our services.

**About the Role**

This is a unique opportunity to lead our impact and operations strategy, ensuring we have the insight, tools, and systems to deliver high-quality support to families. You’ll play a pivotal role in measuring and communicating our impact, supporting strategic decision-making, and ensuring smooth day-to-day operations.

**Key Responsibilities**

* Lead and manage data collection, evaluation, and reporting across all family support services
* Develop tailored reports and insights for internal and external stakeholders
* Collaborate on funding applications with the CEO and Head of Marketing & Fundraising
* Oversee administrative systems and policies, including GDPR compliance and HR processes
* Manage office operations, including tech support, premises, and general administration
* Contribute to strategic planning and service innovation using data and insight
* Strengthen our presence across local and national networks in partnership with the Senior Management Team

**What You’ll Bring**

* Strong experience in managing and interpreting data to drive impact and inform strategy
* Strategic thinking with the ability to manage multiple projects and deliver results
* Confident with technology and quick to learn new tools and systems
* Excellent communication and interpersonal skills to build strong relationships
* A curious, analytical mindset and a passion for telling the story of our work

**Why Join Us?**

* A flexible, hybrid working model co-designed with our team
* A supportive, inclusive, and values-driven culture
* A chance to make a tangible difference in the lives of local families
* Excellent pension and generous annual leave

**How to Apply**

Please go to [About us | Home-Start Richmond Kingston & Hounslow](https://homestart-rkh.org.uk/about-us/), complete the application and monitoring forms and submit them to **jointheteam@homestart-rkh.org.uk** by **5pm on Thursday 10th July 2025**.

This role is subject to a DBS check and satisfactory references.

We are committed to safeguarding and promoting the welfare of children and families. We welcome applications from people of all backgrounds and abilities. If you require any support with the application process, please contact us at **jointheteam@homestart-rkh.org.uk**.

**Interviews will be held during the week commencing 14th July 2025.**