Operations Manager
Forest Churches Emergency Night Shelter (FCENS)

Be a part of transforming lives of people confronting homelessness in Waltham Forest

Location: Walthamstow, London E17
Salary: £39,500 - £41,500
Hours: Full-time – 37.5 hours per week
Contract: Temporary – 12 months

Why This Role Matters

Every day, people in our borough face the reality of homelessness. Every person facing homelessness needs practical support, stability and someone who believes their situation can change. This role is central to making that change happen.

As Operations Manager, you will help ensure that our services run effectively and compassionately, enabling people experiencing homelessness to access the support they need to rebuild their lives. You will manage a small, committed team, strengthen how our services operate, and help shape the way we respond to homelessness locally.

About Us

FCENS is a small and ambitious charity working alongside local partners, volunteers and people with lived experience of homelessness to deliver meaningful change in the community in Waltham Forest.

Our Vision is that no-one needs to be homeless in Waltham Forest and everyone has a place to go. **Our Mission** is to support single homeless adults in Waltham Forest towards transforming their lives.

The Role

We are seeking an experienced and motivated **Operations Manager** to oversee the effective day-to-day running of the charity's services and internal operations.

Reporting to the Director, you will ensure that services are delivered safely, efficiently and to a high standard. You will also play an important role in strengthening operational systems and processes, helping the charity improve and grow its impact.

You will manage a small operational team including caseworkers, lived experience coaches, an administrator and an evening worker, supporting them to deliver high-quality, trauma-informed and person-centred support to people experiencing homelessness. You'll also use your strategic thinking skills to help improve service provision.

Key Responsibilities

Operational Management

- Oversee the day-to-day delivery of the charity's services.
- Plan and manage the annual night shelter season and the year-round drop-in centre.
- Maintain oversight of case management, outreach activity and data systems.
- Ensure compliance with safeguarding, health and safety, and organisational policies.
- Oversee administrative and IT systems, including effective use of the case management system.

Service Development

- Review operational systems and processes to identify opportunities for improvement.
- Implement changes that improve efficiency, quality and impact.
- Use data, feedback and lived experience insight to inform service development.

Leadership and Team Management

- Line manage operational staff, providing supervision, guidance and performance management.
- Foster a supportive, inclusive and accountable team culture.
- Support staff wellbeing, training and reflective practice.
- Oversee the recruitment, induction and support of volunteers.

Strategic Contribution

- Work closely with the Charity Director to translate strategic aims into operational plans.
- Contribute to organisational planning, policy development and reporting.
- Provide operational insight and updates to the Charity Director and Trustees.

Partnership Working

- Work collaboratively with other homelessness organisations and local partners.
- Support the development of positive relationships with local authorities, funders and stakeholders.
- Represent the charity in meetings and forums where appropriate.

About You

We are looking for someone with both **strong operational experience in the homelessness sector and a commitment to supporting people experiencing homelessness**. You will identify with FCENS values, with a strong focus on trauma-informed care and lived experience.

You will bring:

- Significant experience in the **homelessness sector or a related field** such as housing, rough sleeping, outreach or multiple disadvantage.
- Experience managing services or operations within a **small team or organisation**.
- Experience **line managing staff and supporting frontline practitioners**.
- A strong understanding of **safeguarding, risk management and good practice in frontline support services**.
- Excellent organisational, communication and problem-solving skills.

You will also be:

- Positive, resilient and solutions-focused.
- Calm under pressure and confident making decisions.
- Values-driven and committed to improving outcomes for people experiencing homelessness.
- Comfortable working within the charity's Christian ethos.

Flexible Working

We support **flexible hours where operationally viable**. Requests for flexible working arrangements and compressed hours will be considered.

Equality, Diversity and Safer Recruitment. We are committed to creating an inclusive environment and welcome applications from people of all backgrounds.

As part of our commitment to safeguarding the people we support, this role will be subject to **safer recruitment procedures**, including reference checks and an **enhanced DBS check**.

How to Apply

Please submit your **CV and a supporting statement by email to** **info@forestnightshelter.org.uk** outlining how your experience and skills meet the requirements of the role. Closing date for applications: Monday 13th April 2026. Interviews week of 27th April.