

thewarriorprogramme

Role: Deputy Director Operations

Reports to: Director Operations

Direct Reports: 8 -10 staff

Location: Hybrid

Salary: Circa £50,000 depending on experience

Contract: Full-time

Closing Date: Friday 3rd July 2026

Job Purpose

To lead and manage a small team delivering high-quality services to members of the Armed Forces community. The Deputy Director Operations will oversee daily operations, ensure effective service delivery, maintain safeguarding standards, support staff wellbeing, and contribute to the development and sustainability of the charity.

Key Responsibilities

1. Leadership and Team Management

- Provide effective leadership and line management to the team (all co-ordinators).
- Conduct regular 1:1 supervision and performance reviews.
- Support staff wellbeing, resilience and professional development.
- Lead on co-ordinator recruitment activities.
- Conduct mandatory training for all staff.
- Foster a collaborative, respectful and values driven team culture – as per the charity's Code of Conduct.

2. Service Delivery and Operations

- Oversee day-to-day delivery of services to beneficiaries.
- Ensure services are delivered effectively, safely and in line with organisational standards and the following policies:
 - Common law duty of care
 - Charity Commission safeguarding duties.
 - Care Act 2014 safeguarding principles
 - Equality Act 2010 reasonable adjustments
 - Data Protection Act 2018/UK GDPR for information sharing
 - Mental Capacity Act 2005
 - Health and Safety at work Act 1974
 - Lone working
- Maintain and update the charity's policies and procedures and review on an annual basis.
- Identify opportunities to improve services and operational efficiency.
- Attend in person and provide leadership to deliver residential courses with support from the lead co-ordinator.

- Identify new venues to conduct residential foundation courses and refresher days within budget.
- Oversee/account for equipment (IT, First Aid, resources) required to conduct courses, update as necessary and conduct annual audits.

3. Safeguarding and Risk Management

- Ensure safeguarding policies and procedures are understood and implemented.
- Manage risk appropriately and oversee 'Ready and Suitable' beneficiaries attending the programme.
- Conduct and review risk assessments at all physical locations used by the charity.
- Oversee incident reporting and escalation procedures and compile monthly reports.
- Ensure compliance with data protection and confidentiality standards.

4. Governance and Reporting

- Provide routine operational updates and reports to the CEO.
- Contribute to the organisational planning, evaluation and impact reporting.
 - Responsible for data capture – clinical and ONS
 - Manage and co-ordinate RAGDA data capture process
 - Conduct analysis for onward reporting
- Oversee and draft reports for funding applications and present to CEO for sign off.

5. Financial Oversight

- Support effective budget management.
- Monitor and approve expenditure of the team.
- Assist with grant reporting and financial accountability for funded programmes.

6. Stakeholder Engagement

- Maintain tactical relationships with key partners and stakeholders within the Armed Forces community and NHS.
- Represent the charity at meetings, events and partnerships as necessary.
- Support fundraising activity where appropriate.

7. Strategy and Development

- Contribute to the development and sustainability of the charity.
 - Identify emerging needs within the Armed Forces community.
 - Support development of new services or programmes where required.
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Person Specification

Essential Criteria

Experience

- Experience of managing a small team in a fast paced, dynamic, financially tight environment, dealing with HR, welfare and supervisory duties.
- Experience delivering or overseeing services within the charity, health, wellbeing or social support sector.
- Experience working with vulnerable individuals with complex needs.
- Experience implementing and improving procedures and policies pertinent to a charity to include:
 - Common law duty of care
 - Charity Commission safeguarding duties
 - Care Act 2014 safeguarding principles
 - Equality Act 2010 reasonable adjustments
 - Data Protection Act 2018/UK GDPR for information sharing
 - Mental Capacity Act 2005
 - Health and Safety at work Act 1974
 - Lone working
- Experience of writing reports in particular:
 - Analysing data and trends
 - Funding applications
 - Reporting on projects
 - Reporting to CEO
- Experience of risk management.
- Experience of maintaining and ordering resources and assets for the effective operation of the charity.

Skills and Knowledge

- Strong leadership and people management skills.
- Excellent communication and interpersonal skills.
- Ability to manage competing priorities in a small organisation.
- Good organisational and problem-solving skills.
- Understanding of governance and compliance requirements within the UK charity sector and associated policies.
- Ability to work collaboratively with trustees, partners and stakeholders.
- Understanding of trauma-informed practice or mental health support.
- Excellent user of Microsoft suite and SharePoint/CRM.

Personal Qualities

- High integrity and professionalism.
- Prepared to go the extra mile to succeed.
- Empathy and commitment to supporting members of the Armed Forces community.
- Resilience and ability to work in a small, fast-paced environment.

- Strong sense of accountability and responsibility.

Desirable Criteria

- Experience working with military personnel, veterans or military families, ideally lived experience of military service.
- Knowledge of issues affecting the Armed Forces community.
- Experience contributing to fundraising, grant management or donor reporting.
- Training or qualifications in leadership, coaching or management.
- Practitioner of Neuro Linguistic Programming.

Interview Process

There will be a 2-stage interview process – Stage 1 – online interview and for successful candidates, Stage 2, a physical interview with trustees and senior leadership team.

Timings

Stage 1: 6 – 17 July

Stage 2: to follow on

To Apply:

Please submit your CV, along with a covering letter detailing your experience and what excites you about this role to: info@warriorprogramme.org.uk

The Warrior Programme strives to be an equal opportunities employer and welcomes applications from all sections of the community. We particularly welcome applications from ex-Service personnel. Appointments are subject to an enhanced DBS check.