

Charity Operations Manager (maternity cover) Recruitment Pack



Closing Date: 9am 28th September
2026

Charity Number: 1153739



Introduction

Thank you for your interest in working at St Nicks! We are seeking a motivated and experienced Charity Operations Manager to join our team. This is a maternity cover role, and we are particularly interested in hearing from candidates who have experience in HR, charity governance or in a similar charity operations manager role.

The role of the Charity Operations Manager forms part of the Senior Leadership Team for St Nicks and underpins many of the core functions of the charity. This is an exciting opportunity to manage key operations of an established and flourishing organisation.

This is an exciting time to join the central infrastructure team for St Nicks. We have undergone a period of rapid growth and are now in a position of exploring how our infrastructure and resource support the future of the organisation.

If you share our commitment to nature and the environment and have a good track record in charity operations then we would love to hear from you! If you want to find out more about us or the role then you can book in an informal call with Vicky, our CEO. Details of how to do this are in the how to apply section.

Headline Terms

Hours: 21 - 28 hours per week - negotiable

Salary: £27,500 - £35,022 per annum, pro-rata depending on experience

Annual Leave Entitlement: 25 days per year plus bank holidays, pro-rata

Location: Hybrid working arrangements in line with the St Nicks policy. Office location; St Nicks Environment Centre, Rawdon Ave, YO10 3FW

Key Dates:

Closing date: 9am Monday 28th September 2026

Interview date: Tuesday 6th October 2026



About St Nicks

We are St Nicks, a local environmental charity with a mission “build and connect flourishing communities through urban greenspace generation, nature-based wellbeing and sustainable living”. Based at St Nicks Environment Centre hidden behind residential properties in the Tang Hall area of York, we have a thriving 24 acre nature reserve that is free to explore 24 hours a day 365 days a year. Our volunteer team help us maintain and manage our reserve for the benefit of people and wildlife.

In addition to managing the local nature reserve (LNR), we have three key pillars to our work:

Green Corridors York strives for “more, bigger, better and more joined up” green spaces. Conserving nature whilst supporting our communities. As a city, we can work together to reduce pollution, challenge harmful developments and improve land management.

Nature Based Wellbeing deliver both education and mental health support services. At St Nicks we all see and feel the benefits of being outdoors and connected to nature. These benefits can be physical, mental or a combination of both! Our Nature-Based Wellbeing team run a series of Ecotherapy groups to help adults find this nature-connectedness. 92% of Ecotherapy participants told us that these activities meant that they noticed and sought out nature more in their daily lives.

Sustainability is at the heart of everything we do at St Nicks. When we talk about sustainability we are looking to ensure we are doing the least harm possible. Whether that is relating to human, social, financial or environmental. Our **Waste & Sustainability** team collect recycling, carry out waste audits and run events across the city. Together our teams work to make York a more sustainable city.

Our Values

Collaboration – Our approachability and inclusiveness ensure that everyone who is affected by our work is involved in shaping it.

Integrity – We are honest, inclusive and have respect for all life through our ethics, authenticity and commitment.

Innovation – We are committed to constructively exploring ideas that help us get closer to our vision by doing things differently and taking pioneering approaches, recognising the learning and development that comes with this path.

Professionalism – All of our actions to our beneficiaries, stakeholders and each other demonstrate our mutual respect, competence, proactivity and the way we make a difference.



About the Role

The role of the Charity Operations Manager forms part of the Senior Leadership Team for St Nicks and underpins many of the core functions of the charity. This is an exciting opportunity to operate in a senior position to manage key operations of an established and flourishing charity.

Key responsibilities may be summarised as follows:

- Developing and implementing organisational processes and procedures to support the delivery of key services and operations.
- Provision of a full administrative service to ensure the smooth running of the charity including the management of data, records and information
- Communicating and working with staff to ensure a good understanding of all operations
- Delivery of the charity's human resources and employment processes
- Co-ordinating the charity's business support requirements including all outsourced services.

Job Description

Job Title	Charity Operations Manager
Contract Type	Maternity Cover
Hours	21-28 hours per week, negotiable. This is based on FTE of 35 hours per week.
Salary	£27,500 - £35,022 per annum pro-rata - depending on experience
Place of work	Primary place of work is the St Nicks Environment Centre and Local Nature Reserve (LNR) with the opportunity for hybrid arrangements in line with St Nicks policy.
Hours	Negotiable. Typically, hours are worked Mon-Fri between hours of 09:00 – 17:00 with occasional weekend or evening work by prior agreement.
Responsible to	CEO
Responsible for	Marketing and Comms Officer Site Maintenance Officer
Purpose	To lead on and provide HR, governance and operations support across St Nicks, including health and safety and office management.

Duties and Responsibilities

Organisational Processes

- Develop, implement and maintain organisation-wide plans, policies, procedures and productive working practices.
- Develop health & safety procedures in accordance with legislation and to see that these are observed.
- Develop and maintain a register of risks and mitigations in key areas of operation.
- Develop and maintain organisational and project tracking process and system to better understand organisational performance, including finances, and improve impact demonstration.
- Implement, maintain and develop efficient and effective administrative systems.

HR and employment processes

- Develop, implement and maintain organisation-wide plans, policies, procedures and productive working practices.
- Develop health & safety procedures in accordance with legislation and to see that these are observed.
- Develop and maintain a register of risks and mitigations in key areas of operation.
- Develop and maintain organisational and project tracking process and system to better understand organisational performance, including finances, and improve impact demonstration.
- Implement, maintain and develop efficient and effective administrative systems.

Governance and Board Support

- To keep a register of policies and procedures, ensuring that all policies are updated for board approval
- Coordinate the Trustee annual Report, pulling together departmental submissions
- To be the first point of contact for external complaints including acknowledgement and signposting as appropriate.

General Duties

- Working with the Marketing and Comms Officer and relevant Project Leaders to plan, co-ordinate and support large scale events.
- Ensuring the centre, IT systems, and other resources are properly used and maintained
- Be the named lead person for safeguarding and GDPR.
- Participate in the on-call rota for out of hours emergencies.
- Be a member of the Leadership Team, engaging proactively in SLT and all staff meetings
- Be responsible for central procurement, including external contractors and goods (eg cleaning, milk, fire safety)
- To effectively line manage direct reports in line with St Nicks policies and procedures

Working Conditions

A mixture of indoor and outdoor working with some evening and weekend work to be expected.

Acknowledgement & Agreement

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Person Specification

Experience

- Significant Experience of working at a senior level, preferably in voluntary or public sector
- Line management experience of staff and volunteers
- Experience of working in or alongside the Voluntary Sector and an understanding of the issues and challenges it faces.
- Significant Experience of effectively managing a diverse and busy workload
- HR experience, including recruitment and selection, sickness and performance management and an understanding of up to date employment legislation

Skills and attributes

- Highly effective organisational and time management skills
- Ability to supervise and effectively delegate tasks
- Able to act with complete confidentiality and with regard to sensitivity of information
- Ability to produce policies and interpret legislation to ensure business compliance
- Excellent IT skills, experienced in the use of Microsoft Office (Word, Excel, Powerpoint) and email (Outlook)
- Excellent communication and interpersonal skills, both oral and written.
- Able to prioritise workload, work to deadlines and under pressure at a fast pace
- A demonstrable commitment to the values of St Nicks and to sustainability

Knowledge and understanding

- Knowledge of employment law and working knowledge of HR policies and practices
- Knowledge of charity governance and reporting requirements
- Knowledge of Health and Safety and Safeguarding legislation and requirements

Definition of Experience:

Experience = more than one year's direct experience.

Significant experience = at least three year's direct experience.

Application Process

If you would like to apply for this role, please submit a CV and covering letter to centre@stnicks.org.uk

All applications will be shortlisted using the criteria set out in the person specification. Please use your covering letter to detail how you meet the criteria.

If you would like to find out more about St Nicks or the role before applying, we welcome an informal conversation with our CEO, Vicky. These calls are not mandatory, but can be helpful for you to get a better understanding of the role before applying.

To book a call please email Vicky on: chiefexec@stnicks.org.uk

St Nicks is committed to equality, diversity and inclusion in our recruitment process and elsewhere and we encourage applications from a diverse range of people. If you require any reasonable adjustments for the application process, please contact centre@stnicks.org.uk

Closing date for applications: 9am 28th September 2026

Interview date: Tuesday 6th October 2026