

Operations Manager



Job Title	Operations Manager
Reports to:	Chief Executive Officer
Salary:	£29,000 – £32,000 (depending on experience)
Hours:	38 hours/week, including some evenings, weekends and Bank Holidays
Location:	Based at Ashton Walled Garden, with travel across the PR postcode
Contract:	Funded to May 2027
Start Date:	To be agreed

About Let's Grow Preston

Let's Grow Preston (LGP) is an award-winning environmental charity working across Preston and the wider PR postcode area. We promote physical, mental, and social well-being through therapeutic horticulture, food growing, and volunteering.

From our two vibrant hubs, Ashton Walled Garden and Grange Community Garden, we support individuals, community groups, allotmenters, and friends of open spaces by sharing plants, resources, training, policies, and expertise. These spaces are centres of inclusion, learning, and practical action.

No two days are the same at LGP. We value flexibility, initiative, and teamwork. The work is meaningful, often fast-paced, and always rewarding.

You will be joining a small team focused on prioritising inclusion, safety, and wellbeing. We all participate fully, taking responsibility for the people and plants we work with, maintaining professionalism and care through our actions and behaviours.

Purpose of the Role

The Operations Manager works alongside and supports the CEO, helping lead the charity's daily operations across all sites. You'll coordinate and improve the systems, people and spaces that enable our work to thrive.

This can be a demanding but deeply rewarding role — ideal for someone with excellent people skills, strong operational oversight, and the ability to balance kindness with accountability.

Key Responsibilities

- Deputise for the CEO in day-to-day decision-making and operational matters
- Support delivery of strategic goals set by the CEO and Board of Trustees
- Help develop, implement, and monitor operational systems and procedures across sites
- Lead on reporting for outputs, outcomes, risk, and impact — including support with Board reporting and funding submissions
- Actively contribute to the culture of teamwork, learning and quality improvement
- Represent the organisation professionally with partners, funders, and networks as required
- Oversee day-to-day activity rotas, staffing and volunteer coordination across all LGP sites and outreach locations
- Manage logistics, calendars, and resources to ensure efficient delivery of therapeutic, community, and outreach sessions
- Maintain oversight of equipment, vehicles, site use, and event planning (e.g. fairs and workshops)
- Liaise with landlords, partners and contractors on repairs, maintenance and improvements
- Troubleshoot operational issues and ensure clear internal communication across staff and volunteers
- Champion a calm, solutions-focused working culture
- Lead volunteer recruitment, induction, rota planning, support, and development
- Maintain up-to-date volunteer records, DBS status, and training logs
- Support inclusive and positive experiences for all service users, visitors and beneficiaries
- Uphold the charity's commitment to safe, therapeutic, and meaningful participation
- Foster a sense of belonging and pride among staff, volunteers and participants
- Engage community groups and external partners to extend the reach and relevance of LGP's work
- Be the lead officer for operational health and safety across all LGP activities
- Maintain and monitor risk assessments, site protocols, accident logs and H&S policies
- Oversee safeguarding compliance and ensure all staff and volunteers receive appropriate training

Charity Number 1159007



Operations Manager



- Champion and embed the charity's Equality, Diversity and Inclusion policy in all areas of work
- Ensure compliance with relevant legal, insurance, GDPR, and operational policies
- Set high standards of care and responsibility across all spaces and interactions

Person Specification

Essential

- Minimum 3 years' experience in community project or operational management
- RHS Level 2 or equivalent (or working toward it)
- Experience managing volunteers and leading inclusive activities
- Confident working with a wide range of people — from grassroots participants to public officials
- Experience of multi-site coordination or complex project delivery
- Strong working knowledge of safeguarding, H&S, and risk protocols
- Excellent organisational, communication, and IT skills
- Ability to manage competing demands, adapt to change and problem-solve calmly
- Experience of partnership working and community collaboration
- Demonstrates integrity, professionalism, and emotional intelligence
- Confident with monitoring, evaluation, and reporting
- Experience supporting grant applications and managing budgets
- A practical understanding of trauma-informed or inclusive working
- Knowledge of the PR postcode area and its communities
- Ability to work evenings and weekends as needed, and drive the charity van
- Commitment to the values and mission of Let's Grow Preston

Desirable

- Experience delivering horticultural or green community projects
- Experience applying for or managing grants of £1,000+
- Lived experience related to mental health, disability, or marginalisation
- Public speaking, media or promotional experience

Safeguarding and Inclusion

Let's Grow Preston is a welcoming, inclusive charity that values the diversity of the people and communities we serve. All staff are expected to uphold our Safeguarding, EDI and Code of Behaviour policies as a core part of their role.

Terms and Conditions

Salary:	£29,000 – £32,000 (depending on experience)
Contract:	Funded to May 2027
Hours:	38 per week (some evenings/weekends). TOIL available.
Holidays:	25 days annual leave + 3 occasional days(taken between 25 th December and 1 st January) + statutory holidays
Pension:	Automatic enrolment into workplace pension
Location:	Based at Ashton Walled Garden with travel across PR postcode
Other:	A full, clean driving licence is required and access to your own or public transport is essential for this position. Enhanced DBS check essential.

How to Apply

Please complete this [form](#) and send your CV and a covering letter outlining why you're the right fit for this role to Annie Wynn BEM at annie@letsgrowpreston.org.

Please include contact details for two referees and indicate whether we may contact them prior to interview.

Deadline for applications: 11th August 2025

Interviews: Week commencing 18th August 2025

If you haven't heard from us by 15th August, please assume you have not been shortlisted.

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