



Free to Fly

Project Operations Manager

Candidate pack

June 2026



charisma
CHARITY RECRUITMENT



Free to Fly

About us



Free to Fly

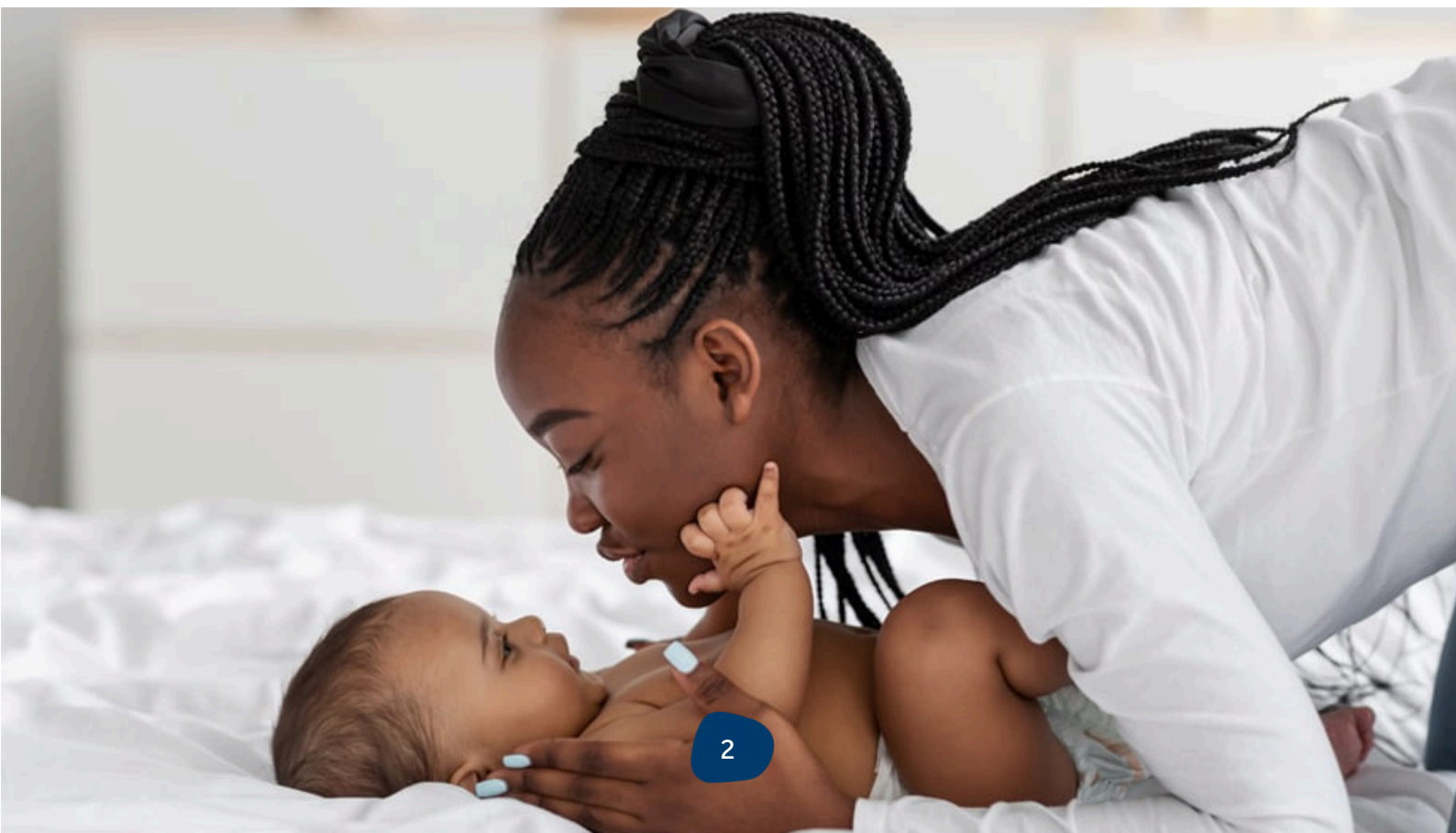
Breaking cycles of abuse for generations

Supporting expectant mothers to leave relationships where they are experiencing domestic abuse, so that they can protect their unborn babies. That's our mission.

We are here to help mums-to-be to bring their children safely into the world, free from the trauma of abuse, and stay free forever, by providing person-centred practical, emotional and long-term support when they need it, how they need it. So that they can heal, transform their own lives, and protect and nurture their children.

Part of the charity's work is about raising awareness and educating people in relation to domestic abuse, as we believe that doing so is key to seeing a breakthrough in this area across our society.

**Helping expectant mothers find freedom from abuse,
for themselves and their children.**



Job description



Project Operations Manager

Salary	£37,000 (FTE). Actual £21,000
Contract	Permanent
Hours	21 hours per week (negotiable), FTE is 37 hours. Flexible working
Location	Office-based (Hope Centre, Portsmouth), with field and networking activity, and flexibility for home working . This role suits someone who values autonomy while making the most of in-person collaboration and networking opportunities to build relationships and drive impact. Access to a car is required.
Benefits	25 days annual plus bank holidays (FTE) 3% employer pension contribution Flexible hours Opportunity for growth as the organisation expands Support for your professional development and relevant training. A work base but with the ability to choose to work remotely from home to suit your schedule subject to the needs of the charity. The opportunity to build something that makes a real impact.
Reports to	Chair of Trustees
Start date	As soon as possible
DBS requirement	Enhanced DBS check required

Context

Free to Fly exists to break cycles of abuse for future generations, by raising awareness and educating people about abuse, and by specifically supporting expectant mothers in their journey into freedom from domestic abuse. The charity supports mums-to-be to leave abusive relationships and create safe, stable futures for themselves and their children through compassionate, person-centred practical and emotional support. We are a church based Christian-ethos charity rooted in partnership, community engagement, and deep respect for the dignity of survivors.

Job description



Purpose of the role

This is a brand-new role, created to shape and deliver the charity's next phase of growth and impact.

As Project Operations Manager, you will lead the design, development and delivery of key funded projects, with a strategic focus on building an impactful and scalable volunteer-led befriending and support model. You will also create a professional and safe referral mechanism, and build and strengthen referral partnerships to ensure those who need support can access it consistently.

You'll be a practical, solutions-focused individual who enjoys building things from the ground up. While leadership experience is welcomed, what matters most is a genuine passion for the cause and a strong understanding of domestic abuse and trauma-informed practice, ideally gained through direct experience in a relevant service. With this foundation, you'll be able to build the systems, processes and trusted relationships needed to deliver meaningful, high-quality support.

Working closely with partners, volunteers and referral agencies, you will play a central role in expanding the organisation's reach and capacity. You'll bring a collaborative, people-focused approach and a natural ability to build trust with others. If you do bring leadership experience, you'll have the opportunity to use and further develop it, supporting and empowering volunteers, and recognising and nurturing leadership potential across the network.

While this is not a fundraising position, you will take ownership of managing secured funding, ensuring strong stewardship, and communicating meaningful impact to funders, volunteers and supporters.

This is the most senior role within the charity, and will involve the management of all operational aspects of the charities activities.

Key responsibilities

Operational leaderships & project delivery

- Take ownership of project planning, setup, systems, processes and delivery for funded programmes.
- Develop and maintain workflows, monitoring tools, safeguarding processes, quality standards and operational frameworks.
- Work closely with the Trustees

Job description



Volunteer recruitment & management

- Lead recruitment, onboarding, training and ongoing support of volunteers.
- Design processes for volunteer engagement that are reflective, safe, and impactful.
- Ensure volunteer roles are clear and effectively integrated into service delivery.
- Engage with the voluntary sector services, and churches in particular, to support volunteer recruitment

Staff recruitment & management

- Lead the planning, recruitment, onboarding and management of staff.
- Develop and implement effective staff systems, including HR processes and training management.
- Oversee staff training and development to ensure a confident and capable team.
- Develop and maintain policies and procedures to support safe, consistent and high-quality service delivery.

Stakeholder & referral partner engagement

- Build and maintain strong relationships with existing referral partners while actively developing new partnerships (e.g. churches, local support agencies, health services, community organisations) to drive consistent referral flows and support collaborative project delivery.
- Generate ongoing engagement and support by increasing volunteer sign-ups, securing donations and resources, and strengthening referral pathways through effective partnership working.
- Represent the charity externally in meetings and networking activities and act as a media spokesperson and ambassador for the Portsmouth projects you are leading.

Impact monitoring & reporting

- Develop and maintain mechanisms for tracking outcomes, capturing impact data, and reporting to funders and trustees.
- Implement CMS and other reporting tools.
- Ensure safeguarding compliance and high standards of data integrity in all records.

Financial/Budget management

- Establish clear finance systems and processes, including volunteer and staff expense management and grant reporting.
- Set and manage budgets including to ensure compliance with grant restrictions, with input from Trustees
- Ensure reporting to Trustees is accurate and regular to facilitate good governance.

Person specification



Person specification

Essential

- Experience in operations, project management or similar roles
- Understanding of domestic abuse support and trauma informed practice
- Excellent planning, organisational and relationship-building skills
- Personal confidence in networking and representing the organisation externally
- Strong written and verbal communication and the ability to serve as an ambassador to the media and key stakeholders
- Creative problem-solving skills and an entrepreneurial approach
- Experience as a budget-holder and ability to manage day to day financial administration
- Demonstrable safeguarding knowledge and experience, trained and the ability to apply this effectively in professional practice
- Must be a driver and have access to a vehicle that they can use for business purposes

Desirable

- Experience in setting up new services or operational systems from scratch
- Experience recruiting, leading, and developing volunteers
- Experience working in, or very closely with, the charity sector
- Familiarity with impact measurement and reporting frameworks
- Experience as a Designated Safeguarding Lead
- Previous team leadership/management experience
- Personal experience of volunteering
- Previous experience working within professional domestic abuse settings
- Experience of pregnancy support/working with expectant mothers

Values and fit

- Alignment with the organisation's Christian ethos
- Comfortable networking with church leaders
- Committed to dignity, respect and empowerment for survivors.
- Collaborative, flexible, a strong "people person"
- Resilient, confident and enjoys autonomy but with accountability
- Calm under pressure and able to prioritise
- Highly trustworthy, reliable and committed to meeting agreed goals and expectations
- Passionate about the mission of Free to Fly

How to apply



Your application should be submitted through the [Charisma website](#), and include:

- A comprehensive CV outlining your full work history (this is a safeguarding requirement), and any gaps should be explained in your supporting statement.
- A supporting statement, explaining your fit for the role (highlight relevant experience + commitment to values). Please specifically outline experience of supporting grass roots/early stage startup nonprofits, if you have this, and how you successfully supported their growth.

Free to Fly is a [trauma informed](#) organisation; the work we do to support those affected by domestic abuse may be triggering for those with past trauma. [Please only apply if you are living free from abuse](#). If you'd like to talk to us about this, please get in touch.

For an informal and confidential discussion about the role, please contact: Nick Thomas, Senior Consultant at Charisma Charity Recruitment, info@charismarecruitment.co.uk or 01962 813300.

Applications will be reviewed on a rolling basis, so please apply without delay to avoid disappointment.

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender*, religion, sexual orientation, age, veteran status, or other category protected by law.

***In accordance with paragraph 1 of Schedule 9 to the Equality Act 2010, this role within the charity is subject to an occupational requirement to recruit only an individual who is biologically female, due to the specific nature of the duties involved.**



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