



The Almshouse Association Operations Manager

Candidate pack
December 2025



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Introduction



The Almshouse Association is a team of dedicated, friendly and high performing staff.

The team support each other and me in delivering the strategy and most importantly delivering excellent services to our members. We work at pace and as an organisation have a reputation for impact, flexibility and commitment to the almshouse movement.

If you think you would like to join the team and have the necessary experience and skills you may be right for us.

If you also really care about what happens to those in need, the lonely, homeless and elderly in society and want to do something about it - we look forward to meeting you.

Nick

Nick Phillips
Chief Executive



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About us



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The Almshouse Association

Supporting and representing independent almshouse charities across the UK since 1946

The Almshouse Association is a support charity representing over 1600 independent almshouse charities across the UK.

Almshouses are a charitable form of self sufficient, low cost community housing that is held in trust for local people in housing need. They are managed and run by almshouse charities made up of local volunteers.

Today, 36,000 people are living full and independent lives in almshouses, finding friendships, wellbeing, safety and security inside their walls and within their communities. Through representation, fundraising, and your donations and legacies, The Almshouse Association is working hard with almshouses charities, local authorities and the Government to make it possible for many more to be built.

Our Mission

- For the almshouse model to be recognised as the exemplar form of community housing

Our Values

- We put our beneficiaries first
- We operate with integrity and honesty
- We treat people with respect
- We are active in showing our pride in the almshouse movement
- We strive for excellence in everything we do

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Job description



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Role details

Job title	Operations Manager
Location	Windsor
Hours / Contract	Full time, permanent
Salary	£55,000 depending on experience
Annual leave	28 days annual leave (including bank holidays and 3 days to be taken at Christmas)
Benefits	10% pension

Overview

The Operations Manager will play a pivotal role in ensuring The Almshouse Association delivers high-quality support, guidance, and services to its member charities while upholding the longstanding values and traditions of the Almshouse movement. This role provides strategic operational leadership across the organisation, ensuring effective governance, strong member engagement, and the efficient delivery of programmes that strengthen Almshouse charities nationwide.

The position is ideal for a collaborative, values-driven leader with a passion for the charitable sector and a commitment to improving the lives of residents supported by Almshouses.

About the Role

The Operations Manager plays a central role in ensuring The Almshouse Association continues to support its members effectively and champion the value of Almshouse provision in modern society. The role combines strategic leadership with hands-on management, offering the opportunity to strengthen a historic and socially important part of the charitable housing landscape.



Key responsibilities

Operational Leadership & Organisational Management

- Support the day-to-day operational running of The Almshouse Association, ensuring all services are delivered effectively and to a high standard.
- Support the development and continuous improvement of operational systems, policies, and processes that support member charities.
- Ensure effective coordination across membership support, training, communications, finance, and governance functions.

Strategic Planning & Delivery

- Work closely with the Chief Executive and team to develop and implement the Association's strategic plan.
- Translate strategic objectives into practical operational plans, ensuring alignment with the organisation's charitable mission and values.
- Identify opportunities to enhance support for Almshouse charities and strengthen the sector's visibility and impact.

Member Support & Engagement

- Support the delivery of services to member Almshouse charities, ensuring consistency, responsiveness, and relevance to their needs.
- Support initiatives that promote best practice in governance, housing management, and resident wellbeing.
- Strengthen communication channels with members, partners, and stakeholders.

People Leadership

- Support the development of a high-performing operational team, fostering a supportive, inclusive, and purpose-driven culture.
- Promote cross-team collaboration and continuous improvement.
- Lead by example the values of the organisation.

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Job description



Risk, Compliance & Governance

- Ensure organisational compliance with charitable, regulatory, and safeguarding standards.
- Oversee risk-management processes to protect the integrity and reputation of the Association and its members.
- Support governance processes, including preparation for Board and committee meetings where required.

Financial & Resource Management

- Manage operational budgets and support effective financial planning and reporting.
- Oversee procurement, contract management, and resource allocation to ensure value for money and sustainability.
- Support fundraising, grant programmes, and funded initiatives as appropriate.



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Person specification



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Person specification



Qualifications & Experience

Essential

- Significant experience in operational leadership within a charity, membership body, housing organisation, or similarly values-driven environment.
- Strong understanding of governance, risk management, and regulatory compliance in the charitable sector.
- Demonstrated ability to lead teams, manage change, and build effective cross-functional working.
- Excellent organisational, communication, and stakeholder-engagement skills.
- A commitment to the ethos and values of Almshouses and the broader charitable housing sector.

Desirable

- Experience working with or within a membership-based organisation.
- Knowledge of the Almshouse movement, social housing, or supported housing environments.
- Experience in process improvement, project management, or quality-assurance frameworks.
- Relevant professional qualification (e.g., charity management, housing, leadership).

Key Competencies

- Mission-driven leadership
- Operational excellence and attention to detail
- Strong interpersonal and relationship-building skills
- Strategic and analytical thinking
- Compassionate decision-making, with a people-centred approach
- Effective communication and advocacy
- Ability to manage complexity in a small, multi-functional team

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How to apply



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How to apply



The Almshouse Association are working exclusively with Charisma Charity Recruitment.

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

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role.

For an informal and confidential discussion about the role, please contact:

Sandra Smith, Associate Director of Charisma Charity Recruitment on 01962 813300 or email info@charismarecruitment.co.uk.

Charisma welcome and encourage expressions of interest 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.

Closing date: 18 January 2026

Charisma interviews must be completed by 22 January 2026, prior to shortlisting.

Interviews with The Almshouse Association - TBC





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