



Free to Fly

Project Operations Manager

Candidate pack
February 2026



charisma
CHARITY RECRUITMENT



Free to Fly

About us



Free to Fly

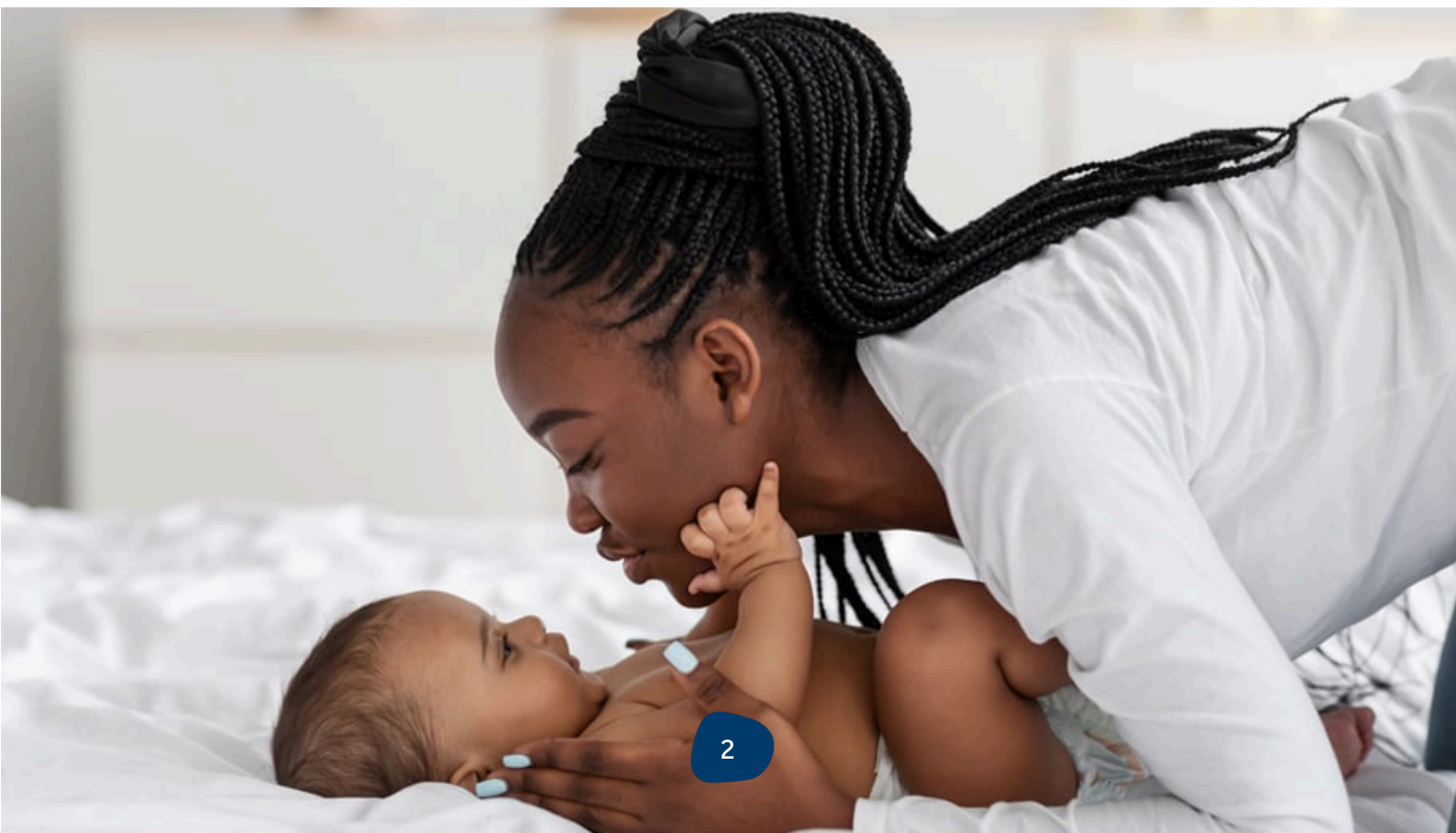
Breaking cycles of abuse for generations

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 per annum
Contract	2-year fixed term with scope to become permanent and also scope for promotion/to increase hours (current guaranteed funding for the project til end 2027).
Hours	21 hours per week (negotiable), flexible working
Location	Portsmouth office/hybrid (office presence on 2-3 days (or part-days) per week + field/networking work)
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 Christian-ethos charity rooted in partnership, community engagement, and deep respect for the dignity of survivors.

Job description



Purpose of the role

This role is not a fundraising post although management of funds that have been raised and providing impact reports to our funders (as well as volunteers and supporters) will form part of the role. The Project Operations Manager will build, operationalise and lead key projects the charity has secured funding for, with a strategic focus on designing an impactful, scalable volunteer-led befriending/support system and embedding strong referral partnerships.

You will be a flexible, practical problem-solver and people-focused leader with experience in charity operations and volunteer engagement, confident in building systems for delivery and impact. You will work directly with partners, volunteers, and referral agencies to deliver services and grow capacity sustainably.

You'll be confident and capable in your own leadership skills and be equipped to recognise and nurture leadership potential in others.

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

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

Job description



Stakeholder & referral partner engagement

- Build strong relationships already established with referral partners and develop new partnerships and collaborations (e.g. churches, local support agencies, health services, community organisations) to drive consistent referral flows, as well as supporting a collaborative approach to project delivery in conjunction with other organisations.
- 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.
- 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 charity operations, project management or similar roles in the voluntary sector.
- Proven experience recruiting, leading, and developing volunteers.
- Understanding of domestic abuse support and trauma informed practice.
- Excellent planning, organisational and relationship-building skills.
- 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
- Demonstrable relevant safeguarding knowledge and experience
- Experience as a budget-holder and ability to manage day to day financial administration
- Safeguarding trained and experience in putting training into practice professionally

Desirable

- Experience in setting up new services or operational systems from scratch.
- Familiarity with impact measurement and reporting frameworks.
- Experience as a Designated Safeguarding Lead
- Personal confidence in networking and representing the organisation externally.
- Previous team leadership/management experience

Values and fit

- Alignment with the organisation's Christian ethos.
- Committed to dignity, respect and empowerment for survivors.
- Collaborative, flexible, a strong "people person".
- Resilient, confident and enjoys autonomy but with accountability.

What you'll get

- A key leadership role shaping the future of an important support programme.
- Flexible hours, with opportunity for growth as the organisation expands, if you wish.
- 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.

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, previous fundraising achievements, + 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.

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

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.

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

Note: Please avoid the use of AI in your covering letter except to help you structure this. Whilst we love the efficiency of AI, we're keen to ensure your application is as wonderfully unique as you are, and that it accurately reflects how you communicate. We want to hear from you about how your values, ethos, experience and aspirations relate to this role specifically, and why you are keen to work with us, and we're keen to hear your voice and not an AI version of you! Thank you.



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