



Job Vacancy Operations Manager

Location: Bury (Jubilee Centre, Ramsbottom & Bury retail sites, with hybrid working)

Salary: £28,860 per annum + pension

Hours: Full-time (37 hours per week, including occasional evenings/weekends)

Contract: Permanent (subject to 6-month probation)

Closing Date: 28 April 2026

Interviews: Week commencing 11 May 2026

Make a Real Difference in Your Community

We are seeking a dynamic and experienced Operations Manager to join Age UK Bury. This role offers an opportunity to make a meaningful impact by improving the lives of people aged 50+ across the borough.

You will lead a diverse portfolio of services, including our Chatterbox Café, two charity shops, and volunteer programme, while driving innovation, sustainability, and community engagement.

About the Role

As Operations Manager, you will oversee the day-to-day delivery of key services, ensuring they are high-quality, person-centred, and financially sustainable. You will lead teams, develop income streams, and work closely with the CEO to support strategic priorities.

The role is primarily based at the Jubilee Centre, with responsibilities across Ramsbottom, Bury, and hybrid working arrangements.

Key Responsibilities

Leadership & Operations

- Oversee daily operations across café, retail shops, volunteer services, and the Jubilee Centre
- Ensure high standards of customer service and service delivery
- Lead, motivate, and develop a multidisciplinary team
- Support recruitment, onboarding, and ongoing staff development

Growth & Income Generation

- Drive profitability and sustainability across café and retail operations
- Identify and develop new income streams and partnerships
- Support fundraising initiatives and activities
- Grow and enhance the volunteer programme

Strategy & Collaboration

- Work closely with the CEO to deliver organisational objectives
- Build and maintain relationships with stakeholders, partners, and the local community
- Represent the organisation externally

Digital & Marketing

- Promote digital innovation, including use of EPOS and other systems
- Support marketing campaigns and social media activity
- Use data and insights to improve reach, engagement, and services

Finance & Compliance

- Monitor budgets and financial performance
- Produce monthly reports and maintain accurate records
- Ensure compliance with safeguarding, GDPR, and Health & Safety requirements

About You

Essential Skills & Experience

- Proven experience in operations management (charity, retail, hospitality, or community sector)
- Experience managing multiple services or sites
- Track record in income generation, fundraising, or business development
- Strong leadership and team development skills
- Experience managing budgets and reporting
- Excellent communication and stakeholder engagement skills
- Understanding of safeguarding, GDPR, and confidentiality

Personal Qualities

- Passionate about supporting older people and local communities
- Proactive, innovative, and solutions-focused
- Resilient and adaptable
- Highly organised with strong attention to detail
- Committed to equality, diversity, and inclusion

For more information or to apply:

- Download a job pack from our website
- Collect a pack from the Jubilee Centre, Mosley Avenue, Bury BL9 6NJ
- Call: 0161 763 9030
- Email: jobs@ageukbury.org.uk
- *Please note you will have to 'enable' editing on the document to complete it.*