Director Of Operations

Operations

Lancashire age UK

'Until everyone is living their best later life'

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 20,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

Age UK Lancashire delivers a wide range of services that enable older people to remain independent, improve their health and wellbeing, and stay connected to their local communities.
Our services provide practical support, trusted information and advice, social engagement opportunities, and interventions that reduce loneliness, improve quality of life, and help older people navigate the challenges of later life with confidence and dignity.

The job, in a nutshell

Reporting to the CEO and as a member of the Senior Leadership Team, the Director of Operations is responsible for the strategic leadership, operational management, quality assurance, and ongoing development of all Age UK Lancashire's services. This includes ensuring that services are accessible, effective, financially sustainable, and responsive to the evolving needs of older people across Lancashire.

What you'll do for us / The Job

- As a member of the Senior Management Team contribute collectively to the leadership, governance, culture, financial sustainability and strategic development of Age UK Lancashire.
- Provide strategic and operational leadership across Age UK Lancashire's portfolio of services, ensuring high-quality, safe, and effective delivery.
- Lead the planning, implementation, monitoring, and continuous improvement of services to maximise impact and positive outcomes for older people.
- Oversee the strategic planning, capacity, utilisation and effectiveness of service delivery models, ensuring services remain responsive to current and future demand.
- Provide strategic and operational oversight of facilities management services, ensuring safe, compliant, efficient, and well-maintained environments that support organisational objectives and service delivery.

Driving: This role requires you to have a full driving licence and appropriate business insurance.

DBS: This role requires you to have a basic DBS check , and associated costs will be met by the employee.

Our Values

We innovate We care We go above & beyond
We take responsibility We are proud to work here

Director Of Operations

Operations

Lancashire age UK

'Until everyone is living their best later life'

Strategic Leadership

- Lead the creation, delivery and continuous review of the Operations Directorate Strategy, ensuring operational excellence, quality, growth and financial sustainability.
- Provide strategic leadership and accountability for the delivery, performance, quality, and continuous improvement of all services across Age UK Lancashire.
- Be responsible for the development, implementation, and monitoring of operational plans that support the achievement of the charity's strategic goals.

Operational Leadership

- Ensure all operational activity aligns with the charity's vision, values, and strategic priorities.
- Lead all service development, transformation, and quality improvement plans, ensuring they are aligned with the Operations Strategy, and the evolving needs of older people.
- Provide leadership, coaching, and direction to operational leaders and managers in collaboration with the People team, promoting a high performance, values-led culture
- Maintain oversight of the deployment and day to day management of volunteers within services

Financial & Commercial Accountability

- Work alongside the Finance Director in the development and implementation of all service budgets
- Take responsibility and accountability for identifying opportunities to enhance efficiency, maximise funding, and strengthen long-term organisational sustainability and resilience.
- Take overall responsibility for the performance, financial management, and contractual compliance of all services, ensuring delivery against agreed outcomes and budgets,

Service Development

- Identify, and pursue opportunities for organisational growth, by input into bid development, tender submissions and contract negotiations
- Be responsible for oversight of the preparation of business cases, proposals, and tender submissions relating to service expansion and development opportunities.

Stakeholder Engagement

- Build and maintain strong relationships with commissioners, funders and key stakeholders to secure contract renewals, develop strategic partnerships and generate new business opportunities.
- Act as the key contact for Local Authority and NHS service delivery relationships
- Represent the organisation at external boards and partnerships

Digital, Data & Reporting

- Lead the charity's IT, systems, and data strategy, ensuring effective and secure digital operations.
- Drive organisational performance through quality data, reporting, and insight-led decision-making.
- Provide regular operational performance, risk, and improvement reports to the CEO and Board.
- Lead data led decisions on service delivery
- Ensure use of technology brings efficiency to our services and their development

Governance & Risk

- Lead the identification, assessment and mitigation of operational, service delivery and contractual risks, ensuring robust controls, compliance and assurance mechanisms are in place
- Provide executive leadership for safeguarding across all services, ensuring safe practice, effective governance, learning and continuous improvement.
- Lead the development, review and implementation of operational policies, procedures and frameworks, ensuring they support effective governance, regulatory compliance, risk management and high-quality service delivery across the organisation

Our Values

We innovate We care We go above & beyond

We take responsibility We are proud to work here

Director Of Operations

Operations

'Until everyone is living their best later life'

Key Relationships

- ✓ Age UK Lancashire Senior Management Team, Managers and Colleagues
- ✓ Age UK Lancashire Board of Trustees
- ✓ Commissioners, and funders
- ✓ Community partners, local authorities and NHS partners

Must have

- Significant senior leadership experience within a charity, health, social care, community, or related environment.
- Proven track record of delivering strategic and operational objectives through effective leadership and performance management.
- Experience of contract management, including delivery against performance indicators, outcomes, and contractual requirements.
- Experience of developing services and contributing to business growth through commissioning, tendering, bids, or funding opportunities.
- Experience of building and maintaining effective relationships with commissioners, funders, statutory agencies, and external partners.
- Experience of analysing and using performance data to drive operational decision-making and improvement.
- Strong strategic thinking and planning skills, with the ability to translate strategy into operational delivery.
- Ability to lead, motivate, and develop high-performing teams through effective leadership and coaching.
- Excellent communication, influencing, and stakeholder management skills.
- Strong financial and commercial awareness.
- Experience of partnership working with NHS organisations, Integrated Care Systems (ICS), local authorities, and/or voluntary sector networks.

Great to have

- Relevant leadership, management, or social care qualification ideally at Level 7.
- Experience working with services that support older people, vulnerable adults, or community-based populations.
- Knowledge of the commissioning landscape within local government, health, and voluntary sector services.
- Experience of working with Boards of Trustees and contributing to governance processes.

Other information

This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

To comply in all aspects with Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings and training courses as required.

Colleague quote:

"I really enjoy working at Age UK Lancashire, the values and culture are great and can be seen in everything we do. I enjoy being part of an organisation that is transparent, professional and committed to improving the lives of older people."