

Administration and Operations Manager

Location: Birmingham office (with travel to Wolverhampton and other community venues)

Hours: Full-time (37.5 hours per week)

Salary: £38,000-£42,000 per annum

Contract Type: Permanent

Are you an experienced and highly organised professional who enjoys making sure an organisation runs smoothly and wants to make a real difference?

Kapella is a charity with a mission is to build better relationships and improve the wellbeing of families and individuals. We provide accessible and affordable services, including counselling, family mediation, training and domestic abuse programmes across Birmingham, the Black Country and the wider Midlands area. Our work includes self-paying clients as well as funded projects delivered through contracts, grants and partnerships.

We are looking for an Administration and Operations Manager to lead and strengthen the day-to-day operations that underpin our services and help us prepare for our next phase of development. Working closely with the CEO and service managers, you will oversee the running of the organisation across our two main premises and other community venues, as well as manage the administration and appointments functions. This role provides the operational support to our service delivery, ensuring that processes, resources and systems are well organised and focused on quality, sustainability and a positive user experience.

We are entering an exciting phase of growth and are looking to expand our services and extend our reach across Birmingham, the Black Country and surrounding areas. This new role is central to these plans.

Initially, the role will be hands-on, with responsibility for recruiting and training additional administrative staff, fully opening our main premises and moving to a hybrid model of online and face-to-face counselling. You will also support the implementation of new online appointment and case management systems as well as updated policies and procedures.

As we grow there is significant opportunity for development, allowing you to contribute to how our services are delivered, strengthen our team and help us meet the increasing need for our services.

Based at our Birmingham office, you will be supported by a small administration team that will grow. This role will require some flexibility in working hours to meet service needs, including working at other centres from time to time.

What you'll do

- Oversee the day-to-day operational running of the Birmingham and Wolverhampton centres and community venues.
- Lead and manage the administration team, including recruitment, training and volunteer coordination.
- Manage appointments, service utilisation, waiting times and payments.
- Streamline processes and systems to improve efficiency, consistency and client experience.

- Support the implementation of new technology, online appointments and case management systems.
- Ensure premises are safe, functional, welcoming and fit-for-purpose.
- Monitor service activity, performance, budgets and KPIs, providing clear reports for management and funders.
- Promote a positive, inclusive and supportive workplace culture.
- Work closely with service managers and the CEO to ensure operational activity supports organisational priorities.
- Oversee HR systems and administration.
- Ensure compliance with HR, health and safety and organisational policies.

What we're looking for

- Proven experience in administration and operational management, ideally in the third sector, health or community services.
- Significant administrative experience, including the use of databases and case management systems.
- Experience monitoring activity, performance, budgets and KPIs, with the ability to use information to inform decisions.
- Experience developing and embedding effective processes and systems.
- Confidence in implementing new technologies and supporting teams through change.
- Experience overseeing premises and creating safe, fit-for-purpose and welcoming environments.
- Understanding of the client journey and accessibility, with experience improving service utilisation and engagement.
- HR and health and safety knowledge, with experience supporting staff wellbeing and compliance.
- Strong leadership, communication and relationship-building skills, with a commitment to inclusion and equity.
- A practical, proactive and solutions-focused approach, with the ability to balance strategic thinking with hands-on delivery.

Why join Kapella?

- Play a key role in expanding essential services to families and individuals across Birmingham and the Black Country.
- Be part of a passionate, supportive and values-driven team.
- Have a significant opportunity to shape operational processes and develop into a senior leadership role.

- Benefit from ongoing development, 25 days' annual leave, professional development opportunities, a 5% employer contribution pension scheme and staff wellbeing support.

How to apply

Please apply through Charity Job: <https://www.charityjob.co.uk/jobs/kapella/administration-operations-manager>

Submit your CV and a covering letter outlining your relevant experience and how you meet the requirements of the role.

Kapella is an inclusive employer and welcomes applications from all sections of the community.

Closing date: 27 September 2026