

Job Description – Administration and Operations Manager
Overall purpose of role Kapella’s core focus is to build better relationships and improve the wellbeing of families and individuals. We pride ourselves on offering accessible and affordable services, including counselling, family mediation, training and domestic abuse programmes across the wider Birmingham and Black Country area, with self-paying clients as well as funded work through contracts, grants and partnerships. As Administration & Operations Manager, working closely with the CEO, you’ll oversee the day-to-day running of the organisation across our 2 main premises and in other community venues. You will manage the admin and appointments functions and ensure our services run smoothly, consistently, and with a focus on quality, sustainability, and user experience. This role about making our organisation work well: optimising processes, managing people and systems, supporting service delivery and improving the experience our clients and staff have every day.
Main duties and responsibilities Administration & Operational Management • Oversee the day-to-day functioning of our main offices in Birmingham and Wolverhampton and in community venues. • Lead and manage the administration team, including recruitment of staff and volunteers. • Oversee the appointments systems, managing utilisation, waiting times and payments. • Work collaboratively with service managers/clinical lead to ensure effective alignment between operations support and service delivery or contractual requirements. • Lead on the operational and administrative setting up of new services or contracts. • Monitor and track service performance against KPIs, targets and budgets. • Prepare regular reports for internal use, contracts, funders and regulators. • Oversee daily financial admin including payments, refunds, invoicing and supplies. Process & System Improvement • Shape and embed internal processes and documentation that help staff deliver services consistently, effectively and safely. • Streamline and strengthen key workflows to make the most of resources and improve the overall experience for our clients and staff. • Support the team with training and guidance to enable changes to be fully embedded. Strategic Implementation & Technology • Identify and implement new systems and technologies that support service delivery. • Support data collection, reporting, and the use of information to drive decisions. • Collaborate on organisational planning, budgeting, and resource allocation. Premises, Customer Journey & Service Utilisation • Oversee and the organisation’s two main premises, ensuring each location is fully functional, fit-for-purpose and supports high-quality delivery.

- Review and improve the client journey across all touchpoints, removing barriers to access to ensure people feel welcomed, safe, and supported.
- Use insights and feedback to ensure our offer remains accessible, affordable, and impactful across diverse communities.
- Support outreach and communication strategies to connect more individuals and families with our services across Birmingham and the Black Country.

HR Oversight & Compliance

- Line manage the HR administrator to ensure routine HR responsibilities (e.g. contract updates, payroll, absence management, wellbeing, DBS) are fulfilled and recruitment and induction processes for new staff and volunteers are compliant.
- Keep staff handbooks, internal policies and GDPR compliance documents updated.
- Lead on operational aspects of health and safety and fire compliance across all sites.
- Promote a positive, inclusive, and proactive workplace culture.

Other

- Work collaboratively as part of the management team, contributing to organisational objectives, operational projects and planning, marketing and promotion activities, development of policy and good practice and duty manager cover.
- Understand and work within all policies and procedures of Kapella.
- Support inclusive and anti-discriminatory practice in all areas of your work.
- Undertake training and other duties required to meet the objectives of the post.

Skills & experience

- Strong track record in operational management, ideally in third sector, health, or community services.
- Significant administrative experience, including database/case management systems.
- Experience monitoring activity, performance, budgets, and KPIs
- Ability to design and embed effective processes, policies, and systems to improve efficiency and consistency.
- Confident in implementing new technologies and using data to inform decisions.
- Experience overseeing premises and creating safe, fit-for-purpose environments.
- Understanding of client journey and accessibility, with experience improving service utilisation and engagement.
- HR and health & safety knowledge, with experience managing staff wellbeing and compliance.
- Strong leadership, communication, and relationship-building skills, with a commitment to inclusion and equity.

Additional information

Reports to: CEO

Responsible for: Administrative Team, HR Administrator

Location: Birmingham Office, with some time spent at other premises and meetings

Hours: Full-time (37.5 hours per week)

Salary: £38,000 - £42,000 pa pro rata

Contract type: Permanent

This role will require an enhanced DBS check