

# HEAD IN THE GAME



**Role:** Area Operations Manager

**Area:** East Kent

**Salary & Duration:** Full Time, £26,500 per annum (plus travel expenses) 1 year rolling contract

**Location:** Flexible with regular travel to programme venues

**Reporting to:** COO

## About Head In The Game

Head In The Game is a registered charity using sport to improve mental fitness and prevent suicide. We work at the point where physical activity, mental wellbeing and community meet, creating safe and supportive environments where people feel able to show up, connect and take steps towards better mental health.

Our programmes are growing across multiple areas, venues and sports. Maintaining high standards, strong relationships and consistent delivery is critical. The Area Operations Manager is a key leadership role within the charity, responsible for turning our mission into high quality, reliable delivery on the ground.

## Purpose of the Role

The Area Operations Manager is accountable for the operational success of Head In The Game programmes across East Kent. This role ensures that every session is delivered safely, consistently and to a high standard, while supporting the people who make that delivery possible. You will lead day to day operations, manage and support delivery teams, oversee venues and partnerships, and ensure funder requirements are met. You will act as a trusted operational lead, problem solver and point of stability for staff, volunteers and partners.

## Key Responsibilities

### **Operational Leadership**

- Take full responsibility for the day to day delivery of all programmes within your area
- Ensure sessions run smoothly, reliably and in line with Head In The Game values
- Proactively identify and resolve operational issues before they impact delivery
- Ensure continuity of delivery by arranging cover and support where needed

### **Delivery and Facilitation**

- Deliver mental fitness sport sessions when required
- Model best practice in delivery, safeguarding and participant engagement
- Support continuous improvement in session quality and participant experience



Registered Charity Number 1204792

# HEAD IN THE GAME



## People Management and Support

- Lead, manage and support a team of staff and volunteers
- Ensure all delivery team members feel prepared, supported and confident
- Carry out regular one to ones, check ins and informal support conversations
- Recruit new staff and volunteers and oversee effective onboarding and induction

## Venues and Local Partnerships

- Secure, book and manage programme venues across the area
- Act as the primary point of contact for venue partners
- Build and maintain strong, professional relationships with local stakeholders
- Ensure all venues meet safety, suitability and safeguarding requirements

## Contracts, Safeguarding and Compliance

- Manage delivery against funded contracts and agreed outcomes
- Ensure accurate and timely data collection and reporting
- Maintain high safeguarding standards across all sessions and teams
- Ensure risk assessments, policies and procedures are consistently applied

## Communication and Coordination

- Act as the central operational contact within your area
- Work closely with the Chief Executive Officer and wider charity team
- Contribute to the ongoing development and improvement of Head In The Game programmes