



WE MIND THE GAP.™

Director of Operations

Recruitment Pack
February 2026

Director of Operations



Overview

Thank you for your interest in the role of Director of Operations for WeMindTheGap. Over the last decade, our organisation has supported the most amazing young people aged 11–25yrs who have fallen through the gaps. From young people not in Employment, Education or Training, to those who have become isolated, disconnected, or struggling to find their place in the world, we believe they deserve opportunities, a sense of belonging in their communities, and a chance to build independent, fulfilling lives.

We say, 'It takes a Village to raise a child, but a system to mind their gaps'. That is why over the next five years we are deepening our impact and expanding our 'Village' model. Through our Place Based approach, we will bring together programmes, people, and community connections to walk alongside young people with unashamed love and care.

Working across North Wales and Cheshire West, we deliver a continuum of 5 programmes supporting young people. Our programmes address challenges with loneliness, persistent school absence and a lack of connections, as well as developing the employability and life skills needed to be confident and thriving. In any given week, we walk alongside 160 young people, have a thriving alumni of over 400 Gappies and are at the beginning of our ambition to build 10,000 connections across our communities to enable them to be part of building the social capital of our future generations.

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To be able to meet the growing need of our Young People, we are now recruiting for a Director of Operations to strengthen our systems, teams, and partnerships. Key to our success of this role will be turning our ambition into reality.

The Role

Our Director of Operations will be someone who understands that operational excellence is ultimately about our people. Most importantly, our Gappies and our incredible team who walk alongside them.

This senior role sits at the heart of the organisation, bridging the gap between our Board of Trustees, CEO and our operational delivery. Our Director of Operations will hold the operational delivery, culture, and quality of everything we do, ensuring that our values are lived, our programmes are delivered with integrity and through a Trauma Informed approach, and our teams are supported both personally and professionally to be the best they can be.

The Director of Operations will play a central role in delivering our 5-Year Plan. They will be responsible for turning our plan into high-quality sustainable action as we strive towards our vision of a world in which every young person feels they belong, can thrive, has the maturity, independence, aspirations and skills to have real choices in life and work.

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This will require them to effectively manage our growing team of circa 31 staff located across our WeConnect Hubs, including the direct line management of our Senior Leadership Team. They will also maximise our budget of roughly £1.7 million, and accurately monitor and report our Key Performance Indicators directly to our CEO.

About You

We are looking for an exceptional person who can join in and lead a thriving organisation. They'll need proven people and operational ability, be able to lead with our values, ensure our culture remains the golden thread through everything that we do, all while leading us through significant change as we broaden and deepen our impact.

If you are an individual who thrives in social system changes, complex systems work, if you are driven by purpose and want to be part of an organisation that changes the lives of young people today and for our future generations, we want to hear from you.



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Employment Details

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| Salary: £50,000 | Contract: Full-time |
| Start date: ASAP, ideally by 01/05/2026 (negotiable) | Working hours: 37.5 hours a week |
| Location: On-site across our WeConnect Hubs (Wrexham, Flintshire or Cheshire) | |
| Annual Leave: 25 days excluding bank holidays | |

- Must have held a full valid UK driving licence for a minimum of one year.
- You will be required to provide valid evidence of their right to work in the UK as part of the pre-employment checks.
- As we work with vulnerable adults and children, you will be asked to provide a clear Disclosure and Barring Service statement.
- Additional benefits include a free eye test, branded workwear, and access to our 'WeMatter' programme which goes above and beyond to support your professional development and welfare

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The Application Process

Thank you for your interest in our Director of Operations role

- If you require reasonable adjustments at any stage of the application process please contact Ali@wemindthegap.org.uk
- Your application will be evaluated against our person specification by our CEO and Chair of Trustees
- WeMindTheGap are committed to Equal Opportunities, welcoming applications from the whole community
- WeMindTheGap are committed to the development of people, however due to time constraints we will only be able to provide feedback to second-stage applicants
- Your data will be managed in-line with GDPR. We will retain your data for no more than 3-months from the conclusion of the application process



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Stage 1

Send both of the following files to ali@wemindthegap.org.uk by 12pm on 11/03/2026:

- Your CV. No more than one side of A4
- A cover letter of no more than 400 words explaining your capability and motivation for this role

You will be notified of the outcome no later than 5pm on 13/03/2026.

Stage 2

Candidates who are progressed after Stage 1 will be required to attend a face-to-face interview in our Wrexham WeConnect Hub on either Tuesday 31st March or Wednesday 1st of April.

You will be required to:

- Deliver a 15-minute presentation based on our 5-year plan document. The exact details of this will be shared with you in your outcome email
- Complete a 45-minute panel interview
- Complete a 30-minute panel with up to 3 of our WeBelong Gappies

You will be notified of the outcome no later than 5pm on Thursday 2nd of April.

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Key Responsibilities

Strategic Leadership & Operational Co-Ordination

- Develop the annual operational delivery plan that translates the 5-year plan into clear actions, priorities, and timelines
- Lead the operational direction and daily operations across all Hubs of WeMindTheGap and programmes, ensuring delivery is consistent, evidence-based, and aligned with organisational values
- Drive continuous improvement by embedding systems, Plan, Do, Study, Review cycles, and quality assurance processes across all Hubs

Programme Quality & Performance

- Oversee programme delivery standards, ensuring young people experience safe, high-quality, and impactful support through a Trauma Informed Approach
- Monitor operational KPIs including Social Impact outcomes, using data to inform decision-making
- Ensure safeguarding, risk management, and compliance frameworks are implemented effectively and consistently across the organisation



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People, Systems & Infrastructure

- Provide leadership to the Senior Leadership Team, enabling strong team performance, cross-department collaboration, and a healthy organisational culture
- Oversee the development and maintenance of internal systems, processes, and digital tools that support operational excellence
- Ensure resources, people, budgets, facilities, and IT are planned, allocated, and managed to deliver organisational goals, integrated working and collaboration across all programmes and support programmes effectively
- Oversee and manage suppliers and contractors to maintain excellent facilities and good use of organisation space

Financial & Organisational Leadership

- Manage operational budgets, ensuring programmes are delivered cost-effectively and in line with financial performance expectations
- Monitor cost per participant, value for money, and operational efficiencies, identifying opportunities to optimise delivery



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- Oversee procurement processes to support delivery of programmes
- Report to the CEO and Board on financial performance, operational risk, and progress against the strategic plan

External Relationships, Community & Brand

- Strengthen partnerships with employers, education providers, community organisations, and local authorities to maximise community engagement
- Represent WeMindTheGap externally to enhance reputation, visibility, and thought-leadership opportunities
- Ensure the operational team contributes effectively to impact reporting, case studies, and stories that build brand awareness and credibility



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Person Specification

| <i>Experience, Knowledge & Skills</i> | <i>Essential/ Desirable</i> |
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| Demonstrated ability to lead and grow high performing teams in environments where young people and communities are at the heart of the mission. | E |
| Strong track record of delivering safe, accessible, high-quality learning and development programmes for vulnerable or disadvantaged groups. | E |
| Strong track record of creating systems and processes that enable teams, not overwhelm them. | E |
| Able to hold teams accountable with kindness, clarity, and fairness. | E |
| Demonstrated ability of aligning decision-making with long-term strategic goals. | E |
| Excellent critical thinking skills, using data and insight to support problem-solving and decision making, especially in systems and processes. | E |

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| Proven ability to gather and present evidence and impact at board level. | E |
| Strong track record of managing budgets effectively to balance finances with operational demands. | E |
| Highly competent in safeguarding, compliance, risk management, and creating safe organisational cultures. | E |
| Exceptional communicator who can listen deeply, respond with empathy, build trust and present at every level. | E |
| Experience working within youth development, social impact, community engagement, education, or the charity sector. | D |
| Knowledge of trauma-informed practice and strengths-based approaches to supporting young people. | D |
| Awareness of social impact measurement and how storytelling, case studies, and lived experience insights inform this. | D |
| Knowledge of SROI or other approaches to understanding the wider human impact of services. | D |

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| Awareness of current funding pressures and trends affecting the voluntary and community sector. | D |
| Curious, reflective, and always learning. Willing to invite feedback and grow with the organisation. | D |
| A natural relationship builder who thrives in community spaces and enjoys connecting with people from all walks of life. | D |

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More about WeMindTheGap

We give new opportunities to young people who deserve better.
We fill the gaps with unashamed support, love & care.

 **WEINSPIRE** A supportive, nurturing programme for 11-15 year olds who are struggling with traditional education. Building confidence, resilience, and a sense of belonging for students wherever they are, in school or at home.

 **WEDISCOVER** A virtual programme for 16 – 25 year olds. A chance to gain new skills and experiences with the support of a mentor, building a plan for a bright future.

 **WEGROW** A life-changing programme for 18-25 year olds, including six-months' paid employment, work placement, coaching and mentoring sessions, activity days and experiences.

 **WEBRIDGE** A programme designed for young people aged 16-25 who are motivated to work but face challenges in securing employment or voluntary roles through traditional routes. The focus is on identifying and addressing any 'barriers or gaps', such as experience, skills, or confidence.

 **WEBELONG** We offer lifelong support and a safe and trusted team to talk to whether that's help with education, employment, volunteering, welfare and wellbeing.

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More about WeMindTheGap

OUR MAGIC Cs - The values that we live by...



The magic ingredients, mixed with a big cupful of love. The encouragement, reassurance and genuine care we extend to every individual is fundamental to them developing the confidence to explore their choices in the world.



We walk alongside our trainees, take the initiative, make good things happen and always focus on a solution, not a problem.



We do what is right and not what is easy.



We build positive relationships with and between our trainees and the world, to create their rightful place within a meaningful community.



We are always here, and always will be: people and places of safety who keep our promises and provide the support, challenge and care that our trainees deserve.



We will go to the ends of the earth to make sure that our trainees have the wherewithal to be 'pilots of our own lives'.



We believe absolutely in our vision, our model and the impact we deliver.



We ask why, to keep learning, to help our trainees grow and develop, to grow and develop best practice that others can learn from.



We have the space, time, resilience and support required to perform our respective roles to the best of our ability.



We celebrate every success, no matter how big or small.

