



## Community Operations Manager

### About Sunrise Diversity:

Sunrise Diversity is a charity dedicated to ending discrimination and creating connected, inclusive communities where everyone feels they belong. For over 10 years, we have grown from a volunteer-led community group into a trusted organisation, led by the voices of the diverse people we support. We provide safe, welcoming spaces, classes, advocacy, and social opportunities that help people build confidence, reduce isolation, and strengthen relationships. By celebrating diversity and challenging discrimination, we aim to create communities where every individual is welcomed and supported.

Our new five-year See Me project, funded through a long-term grant, allows us to expand our work across Northern Devon, particularly for migrants, refugees, LGBTQ+ individuals, and others facing social or geographic isolation. The project strengthens connections through ESOL English classes, safe spaces, social opportunities, and advocacy while working with local authorities, partners, and volunteers to embed inclusion across services and community life. Joining Sunrise means contributing to a team that helps people connect, grow, and belong—making rural communities more equitable, welcoming, and supportive for everyone.

### About the Role:

**Contract:** Permanent, part time, 24 hours per week

**Salary:** £31,423 FTE (£20,392 pro-rata)

**Location:** Based at Sunrise offices, 25 Castle Street, Barnstaple with hybrid working. Some occasional evenings and weekends as required.

**Holiday:** 33 days including bank holidays FTE, plus 2 days pro-rata over Christmas

**Pension:** 3% Employer, 5% Employee

We are looking for a Community Operations Manager. The post will lead the delivery and development of Sunrise Diversity's services including ESOL Classes, 1:1 advocacy support, and peer support groups for people from diverse backgrounds. The postholder will provide operational leadership, translating strategy into effective day-to-day management, while remaining connected to communities through some direct service delivery. The role will also be a Deputy Safeguarding Lead.

The role includes line-managing a team of four staff delivering our core services, with responsibility for staff wellbeing. Key duties include managing referrals and triage, volunteer recruitment and support, CRM and data management, and supporting the CEO with coordinating community engagement activities such as consultation workshops and lived-experience panels. The postholder will strengthen partnerships across the voluntary, community, and statutory sectors, ensuring services are well-resourced, high quality, and responsive to community needs.



## **The Person**

Our ideal candidate will have a strong commitment to the voluntary sector and a passion for making a tangible difference in the lives of diverse communities, including migrants, refugees and asylum seekers, and the LGBTQ+ community. They will be motivated to lead and support a small, dynamic team, ensuring staff wellbeing and effective service delivery, including some direct service delivery. They will act as a deputy Safeguarding Lead, with confidence in managing and supporting a range of community services, including 1:1 support, casework, and ESOL. The role requires flexibility, with occasional evening or weekend work for community events, training, and volunteer induction sessions.

## **Key Responsibilities**

- Lead and manage the core Community and ESOL teams, including induction, supervision, training, appraisals, and staff wellbeing.
- Provide guidance and support to staff on casework, service delivery, and participant engagement.
- Manage and triage referrals for our core services.
- Manage volunteer recruitment, induction, training, and ongoing support.
- Remain connected to direct service delivery to understand community and participant needs.
- Act as Deputy Safeguarding Lead, ensuring policies and procedures are followed.
- Oversee the operational management and delivery of services, ensuring programmes are well planned, high-quality, and aligned with organisational strategy.
- Monitor and evaluate services against outputs and outcomes, using data to inform improvements.
- Maintain health and safety standards for line-managed staff and activities.
- Support public relations and develop partnerships across the voluntary, community, and statutory sectors.
- Contribute to organisational strategy and planning, ensuring operational plans are realistic, achievable, and responsive to community needs.
- Any other duties as required to support the work of the charity.

## **What You'll Bring**

- Strong commitment to the voluntary sector and making a positive impact in the lives of diverse communities, including migrants, refugees, asylum seekers, and the LGBTQ+ community.
- Proven experience in managing and leading teams, including staff supervision, training, and development.
- Knowledge of safeguarding practice and commitment to ensuring staff and participant safety.



- Experience in operational planning, service delivery, and monitoring outcomes.
- Strong organisational and prioritisation skills, with the ability to manage competing demands and meet deadlines.
- Excellent communication and interpersonal skills, with the ability to work collaboratively across teams, volunteers, and partners.
- Comfortable with occasional evening or weekend work for community events, training, or volunteer induction sessions.
- Flexible, proactive, and able to work independently while contributing to a small, dynamic team.
- A genuine interest in Diversity, Equality and Inclusion including the needs of migrants, refugees, and the LGBTQ+ Community.

### **Why Join Us?**

- A flexible, hybrid working model
- A supportive, inclusive, and values-driven culture
- A chance to make a tangible difference in the lives of local diverse individuals
- Excellent annual leave with additional leave over Christmas, and pension

### **How to Apply**

Email [admin@sunrisediversity.org.uk](mailto:admin@sunrisediversity.org.uk) with your CV and a cover letter.

Closing date: 10 am on Monday April 6<sup>th</sup> 2026.

Interviews: Thursday 16<sup>th</sup> April 2026

We think our organisation will benefit from diversity and welcome applications from people of all diverse backgrounds and all abilities, we believe each person brings their own valuable experiences to the work we do.

This role is subject to a DBS check and satisfactory references. We are committed to safeguarding and promoting the welfare of children, young people, and adults at risk.

The successful candidate will start from w/c 1<sup>st</sup> June 2026.

### **Person Specification**

#### **Essential**

- Strong commitment to the voluntary sector and improving the lives of diverse communities, including migrants, refugees, asylum seekers, and the LGBTQ+ community.
- Proven experience in leading and managing teams, including staff supervision, training, and development.
- Experience of operational planning, service delivery, and monitoring outcomes.



- Knowledge of safeguarding practice and ability to act as Deputy Safeguarding Lead.
- Excellent organisational, prioritisation, and project management skills.
- Strong communication and interpersonal skills, able to engage effectively with staff, volunteers, participants, and partner organisations.
- Familiarity with data management, monitoring, and evaluation processes, including CRM systems.
- Ability to work independently and proactively while contributing to a small, dynamic team.
- Flexibility to occasionally work evenings or weekends for community events, training, or volunteer inductions.
- Commitment to Diversity, Equity, and Inclusion in all aspects of service delivery and team management.

### **Desirable**

- Experience working within community services, ESOL programmes, or advocacy projects.
- Experience in volunteer management, including recruitment, induction, and ongoing support.
- Experience developing partnerships across the voluntary, community, and statutory sectors.
- Experience delivering direct services alongside operational management.