

Comics Youth CIC
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MD: Rhiannon Griffiths
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OPERATIONS MANAGER (Income, Contracts & Delivery Oversight)

Salary: £30,000–£32,000 per annum (dependent on experience)

Hours: Full-time (37.5 hours per week)

Location: Hybrid. Based in Liverpool with travel to Dundee and London where necessary

Reports to: Managing Director

Direct Reports: Project Manager

About Comics Youth

Comics Youth CIC and Comics Youth SCIO deliver youth-led, trauma-informed creative-health programmes using comics, storytelling and publishing to support mental wellbeing, belonging and recovery. We reach young people aged 8–25 who are least served by statutory systems, including those who are neurodivergent, LGBTQIA+, care-experienced, disabled, or living with complex trauma.

As we enter our tenth year and continue to grow nationally, we are strengthening our organisational infrastructure to ensure our creative vision is matched by long-term sustainability. The Chief Operating Officer (COO) is the cornerstone of that next phase.

Purpose of the Role

The Operations Manager is responsible for:

- Leading HR systems and workforce processes
- Acting as Safeguarding Co-Lead
- Managing operational compliance across hubs
- Actively contributing to funding bids and commissioned tenders
- Ensuring contracts are delivered in line with agreed outputs and budgets

This role bridges people management, operational systems and income delivery.

The Managing Director retains overall strategic leadership and final accountability for income targets. The Operations Manager plays a significant role in bid development, tender preparation and contract delivery management.

Key Responsibilities

1) Workforce Leadership & HR Systems

- Support managers to maintain safe caseloads and clear delivery boundaries.
- Lead recruitment processes, onboarding and induction systems.
- Maintain employment contracts, role descriptions and HR documentation.
- Ensure HR policies are legally compliant, up to date and consistently applied.
- Oversee probation, appraisal and supervision tracking processes.
- Support workforce planning aligned to funded programme delivery.
- Promote trauma-informed, equitable and anti-oppressive employment practice.

2) Safeguarding & Workforce Wellbeing

- Act as Safeguarding Co-Lead across Merseyside and Dundee.
- Ensure safeguarding procedures are implemented consistently.
- Maintain safeguarding documentation and reporting systems.
- Coordinate safeguarding training and refresher requirements.
- Support reflective supervision structures to promote psychologically safe practice.

3) Commissioning, Tenders & Bid Writing

The Operations Manager plays an active role in income generation through bid and tender development.

Responsibilities include:

- Maintain a live income pipeline and tender calendar.
- Identify relevant funding and commissioning opportunities in collaboration with the MD.
- Draft sections of funding applications and tenders.
- Coordinate supporting documentation required for tenders (policies, insurance, governance documents, financial summaries).
- Ensure all submissions are compliant and submitted within deadline.
- Support mobilisation of successful contracts, including staffing and systems setup.

4) Contract & Delivery Oversight

- Monitor funded programme delivery against KPIs and agreed outputs.
- Ensure reporting data is collected accurately and consistently.
- Track contract performance and highlight delivery risks.
- Ensure funded programmes operate within agreed budgets.
- Coordinate reporting deadlines to funders and commissioners.

5) Operational Compliance & Risk Management

- Maintain organisational compliance systems (GDPR, insurance, safeguarding, HR).
- Maintain and update the organisational risk register.
- Support preparation of operational summaries for Board reporting via the MD.
- Strengthen cross-hub communication and workflow processes.
- Maintain up-to-date operational documentation and templates.

Essential Experience

- Experience in operations, HR or service management within the voluntary, youth, health or community sector.
- Experience line-managing staff in a supportive and accountable way.
- Experience leading recruitment and maintaining employment processes.
- Experience contributing to funding applications or commissioned tenders.
- Experience overseeing delivery of funded programmes with clear outputs and reporting requirements.

Essential Knowledge & Skills

- Strong understanding of equitable and legally compliant HR practice.
- Working knowledge of safeguarding and safer working procedures.
- Ability to draft clear, structured content for bids and tenders.
- Confidence developing staffing structures and associated costings for funding applications.
- Strong organisational skills and ability to manage competing deadlines.
- Ability to monitor delivery against KPIs and address performance risks.
- Clear written and verbal communication skills.

Values & Approach

We are particularly interested in candidates who:

- Are committed to trauma-informed, anti-oppressive and inclusive practice.
- Lead with clarity, care and accountability.
- Can balance people-centred leadership with operational rigour.
- Are proactive in strengthening systems and improving practice.
- Thrive in growing organisations where collaboration and adaptability are essential.

Desirable

- Experience working with commissioned services (e.g. local authority or NHS).
- Experience within a CIC or charity structure.
- Awareness of the differences between CIC and particularly CIO/SCIO structures
- Awareness of safeguarding processes in England vs. Scotland
- Understanding of creative health or youth mental health settings.
- Lived experience relevant to the communities we work with (optional to disclose).

How to Apply

Please send:

- Your CV
- A cover letter (maximum 2 pages) outlining your interest and how your experience connects to the role
- Email: rhiannon@comicsyouth.co.uk (Subject line: Operations Manager Application)

If you would prefer to submit your application in a different format (video, audio, bullet points or conversation), please let us know. We are committed to accessible recruitment.

Application Deadline

Friday 27 March 2026, 5pm

We aim to hold interviews within two weeks of the closing date.

Interviews will likely take place on a Saturday afternoon, in keeping with our working week.

If this presents a barrier for you, please let us know — we are happy to discuss alternative arrangements.

Equity, Access & Fair Recruitment

We know talent is not distributed by privilege — opportunity is.

Structural barriers continue to shape who feels able to apply for leadership roles in the arts, charity and health sectors. We are actively working against that.

We operate a **Guaranteed Interview Scheme** for applicants who meet the essential criteria and identify as disabled, neurodivergent, from a racially minoritised background, care-experienced, LGBTQIA+, or from other communities historically excluded from leadership.

If this applies to you, please let us know in your application.

We also recognise that traditional recruitment processes can advantage confidence over capability. If you would prefer to submit your application in a different format (video, audio, bullet points, or conversation), we welcome that.

Adjustments are not an inconvenience — they are part of building equitable practice. If you need anything at any stage, please tell us.

We are committed to building a team that reflects the communities we serve — not just in words, but in structure.