



ROLE HEAD OF BUSINESS OPERATIONS



An **OnSide** Youth Zone powered by **Youth moves**



ROLE PROFILE

POST:

Head of Business & Operations

SALARY:

£42,000 TO £45,000

LOCATION:

Bristol

REPORTING TO:

CEO

LINE REPORTS:

Buildings & Facilities Manager, Catering Supervisor, Reception Lead, Volunteer Co-ordinator

CONTRACT:

Permanent: 37.5 Hours a week

BENEFITS:

32 Days Annual Leave

Cycle to work scheme /Eye care vouchers.

Enhanced family friendly policies

Purchase Additional Annual Leave



224 Youth Zone

Opening in Spring 2026, 224 Youth Zone, Bristol will become the new home and evolution of Youth Moves. Empowering Young People in South Bristol

At Youth Moves, we create spaces where young people feel safe, supported, and empowered to be themselves. Our mission is to help them build confidence, find happiness, and have fun while ensuring their voices are heard.

Our youth clubs provide welcoming, purpose-built spaces in the heart of South Bristol. Here, young people can connect, take part in diverse activities, and engage in projects that benefit their communities.

Beyond our youth clubs, we offer targeted youth work and one-to-one mentoring tailored to individual needs. We also collaborate closely with schools to provide additional support and actively reach out to engage young people in their neighbourhoods.

The Future: 224 Youth Zone

In 2026, in partnership with OnSide and Bristol City Council, Youth Moves will open 224 Youth Zone, a dynamic, state-of-the-art hub designed to inspire and uplift young people. This will become the new home of our award-winning charity.

224 Youth Zone isn't just a youth centre; it's a space for young people aged 8 to 19 (and up to 25 for those with additional needs) to explore their passions and unlock their potential.

With over 20 different activities, including football, boxing, climbing, creative arts, music, drama, and employability training, there's something for everyone.

Our team of skilled and dedicated youth workers will be at the heart of the Youth Zone, offering guidance, encouragement, and support. Whether through informal chats or structured activities, they will help young people build confidence and work towards their dreams.

As part of OnSide's national Youth Zone network, 224 Youth Zone will bring together the local community, authorities, and businesses to create lasting opportunities for young people. We believe that investing in the next generation is an investment in a brighter future for all.

For just 50p per visit, members will have access to: Indoor climbing wall, 3G kick pitch, fully equipped gym, dance and drama studio, music room, arts and crafts room, skate park, training kitchen, martial arts gym, enterprise suite, health, and wellbeing room, and much more. We'll also have a café serving hot meals for just £1! This is for every session open.

The Role

The Head of Business Operations is a senior leadership role responsible for ensuring the effective and efficient delivery of 224 Youth Zone's business operations. This includes oversight of HR processes, facilities, catering, volunteering, health and safety, reception, and general administration.

Working as part of the Senior Leadership Team (SLT), the postholder plays a key role in setting and implementing operational strategy, managing risk, and embedding robust systems and processes that enable the organisation to function smoothly and sustainably.

This role provides direct leadership to key operational managers and coordinators and collaborates closely with colleagues across the organisation to maintain a safe, inclusive, and high-performing environment for young people, staff, and volunteers.

All 224 Youth Zone Employees are expected to:

Be a role model for young people, present a positive 'can-do' attitude and take personal responsibility for your own actions.

Work within the performance framework of the charity and live the values of 224 Youth Zone and the OnSide Network, contributing to a culture of high performance, continuous improvement, and a young person first, team always ethos.

Represent and promote the Youth Zone positively and effectively in all dealings with internal colleagues and external partners, assist with any promotional activities and visits that take place at 224.

Comply with all policies, procedures, and codes of conduct, with particular reference to Safeguarding, Health & Safety, and Equity, Diversity & Inclusion.

General Information

The normal hours of work are 37.5 per week, or those necessary to fulfil the requirements of the position. This will mean working flexibly across the week, to suit the needs of both the role and the individual. Before the Youth Zone opens and during its construction, there will be elements of hybrid working in place.

Key Responsibilities

- Lead and coordinate the operational strategy and delivery of support services, encompassing facilities, catering, reception, administration, volunteering, and compliance.
- Line manage key operational staff, supporting the Volunteer Coordinator, Catering Supervisor, Reception Coordinator, and Facilities Manager.
- Lead the Health and Safety Committee, ensuring active engagement, regular meetings, and effective implementation of health and safety policies across the organisation.
- Oversee health and safety systems and risk management processes, ensuring full compliance with relevant legislation and organisational policies.
- Serve as the primary liaison between business operations and the external HR consultant, providing strategic oversight to ensure the development, implementation, and maintenance of policies and processes in line with employment law.
- Ensure robust operational compliance including health & safety, food hygiene, data protection, and GDPR requirements.
- Maintain and regularly review operational policies, conducting audits and risk assessments to mitigate operational risks.
- Drive the effective use of digital systems (e.g., Microsoft 365, Salesforce) to enhance organisational efficiency, data integrity, and reporting.
- Collaborate closely with the Quality and Systems Manager to integrate and streamline operational systems and processes, reducing duplication and increasing effectiveness.
- Support budgeting, financial management, and reporting within operational functions.
- Foster an inclusive, safe, and welcoming environment through strong leadership and oversight of support services.
- Represent operational functions within the Senior Leadership Team, contributing to organisational strategy and decision-making.

General Responsibilities

- Be an active and visible member of the Senior Leadership Team, contributing to the strategic direction and overall success of Youth Moves and 224 Youth Zone.
- Champion the organisation's values and culture, promoting high performance, inclusivity, and continuous improvement.
- Work collaboratively across departments to ensure operational functions effectively support frontline delivery.
- Uphold responsibilities relating to safeguarding, health and safety, and data protection, completing relevant training and reporting concerns in line with procedures.
- Represent the organisation professionally at all times, maintaining a positive image with all stakeholders.
- Undertake any other reasonable duties as required to support the mission and effective operation of 224 Youth Zone.

Essential Criteria

- Proven experience in operational leadership across multiple functions (e.g., facilities, catering, reception, compliance)
- Strong line management experience, including staff development and performance management.
- Good knowledge and understanding of HR policies, practices, and people management, without the need for extensive HR experience.
- Confident managing budgets, financial processes, and reporting
- Experience working effectively as part of a Senior Leadership Team (SLT)
- Good working knowledge of Health & Safety, food hygiene, and operational compliance
- Skilled in using digital systems such as Microsoft 365, Salesforce, or similar platforms.
- Strong administrative and organisational skills with the ability to manage competing priorities.
- Good understanding of data protection and GDPR compliance
- Excellent communication and people skills, able to engage a wide range of stakeholders.
- Inclusive, proactive leadership style with ability to work independently and collaboratively.
- Adaptable and resilient in a fast-paced environment
- Commitment to professional development and ongoing learning
- Willingness to work flexibly, including occasional evenings/weekends, and support wider organisational needs.
- Enhanced DBS clearance (or willingness to obtain) and strong commitment to safeguarding.

Desirable Criteria

- Experience working in the youth, charity, or education sectors.
- Knowledge of volunteer management and development
- Experience managing catering and facilities functions.
- Familiarity with payroll processing and associated systems
- Relevant qualifications (e.g., Business Administration, Facilities Management, Health & Safety, Food Hygiene)

Application Process

Anonymous Applications:

We recognise as a Network that our workforce is under-represented in certain areas and are committed to addressing this. We strongly encourage applicants to submit anonymous applications; in practice this means removing your name & email address from your CV & cover letter. Only these documents will be shared with the selection panel.

How to apply

We'd love to hear from you!

Please email your CV and a cover letter (no more than two pages) to:

jobs@youthmoves224.org.

- Along with your CV and cover letter, tell us a bit more about yourself by including:
- Why you'd like to work with us? what excites you about this role and our organisation?
- Looking at the person specification, a short explanation of how your skills and experience (including any lived experience) make you a great fit for the role. (Maximum 200 words)
- How you show your commitment to fairness, equity, and respect in your work and life.
- Confirmation that you are eligible to work in the UK. (If you're offered the job, we'll ask for documentary evidence before the offer is confirmed.)
- Any reasonable adjustments we can make to support you during the application or selection process.

We look forward to reading your application and getting to know you.

This role will be based in the Youth Zone and in accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS check.

- Do you have any unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974?
- Do you have any adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020

We are working on tight timelines (dates listed below). Please notify us with your application if you are not available for any of the scheduled dates – thank you!

CLOSING DATE FOR APPLICATIONS: 12 noon, Monday 15th September 2025

1st Stage Interviews

Friday 3rd October (via teams)

Young People's Panel

After 5pm on Tuesday 7th October at Youth Moves, The Park Centre, Bristol, BS4 1DQ

2nd Stage Interviews

Friday 9th October at [The Way Youth Zone](#), Wolverhampton.

For information on how Youth Moves processes your data, go to:

<https://www.youthmoves.org.uk/privacy-policy>

The strength of OnSide comes from the diversity of the people within our vibrant network. We are proud that our Youth Zone teams reflect the communities they serve, and we value people working together from a range of different backgrounds, locally and nationally, and with different experiences, all with a shared passion for boosting the aspirations of young people across the country. Diversity brings innovation, fresh ideas and creativity, and we actively strive to create a culture that is truly inclusive and fair for all and where everyone in the team can be themselves and thrive.

ONSIDE YOUTH ZONES NETWORK VALUES



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITIOUS

We are passionate and driven in taking on new challenges, embracing new ideas, and exceeding our ambitions for young people, the Youth Zones and our

COLLABORATIVE

We will create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.





PROVEN IMPACT



50K

MEMBERS ACROSS
THE ONSIDE NETWORK



MEMBERS MAKE OVER

650K

VISITS EVERY YEAR



£187M

INVESTED IN YOUNG PEOPLE
THROUGH OUR NETWORK

GIVE YOUNG PEOPLE A SAFE EXCITING PLACE TO GO TO HAVE FUN,
BUILD THEIR SOCIAL NETWORKS AND SUPPORT THEIR PERSONAL DEVELOPMENT



77%

OF MEMBERS ARE MORE
SELF-CONFIDENT



82%

OF FREQUENT ATTENDERS
HAVE MORE FRIENDS

HELP YOUNG PEOPLE LEAD HEALTHIER, HAPPIER LIVES



1 IN 10

OF YOUNG PEOPLE
HAVE A DISABILITY OR
ADDITIONAL NEED



70%

OF MEMBERS
BELIEVE THAT THEY
ARE HEALTHIER



75%

FEEL BETTER
IN THEMSELVES



64%

OF PARENTS THOUGHT
THEIR CHILDREN HAD
BETTER MENTAL HEALTH

