



We're hiring: Head of Service and Operations

Salary: £42,000 | **Location:** Birmingham & Remote

Hours: 22.5 per week (Part time)

Contract Type: Permanent

Starting Salary: £42,000 pro rata

Application Deadline: Friday 18th July

Are you a compassionate and driven leader ready to make a life-changing impact?

Join **Gilgal**, a charity supporting women and children escaping domestic abuse. We are seeking a Head of Service and Operations to oversee day-to-day services and operations, ensuring safety, compassion, and excellence in everything we do.

Your mission

In this pivotal role, you'll lead the delivery of trauma-informed, high-quality support at our Birmingham women's refuge. You'll empower frontline teams, manage essential operations, and drive continuous improvement, ensuring every woman and child receives the support they deserve.

You'll also work closely with our CEO, deputising when required, and play a central role in implementing our mission and values.

What you'll be doing

- Lead daily operations at our refuge with compassion and professionalism

Registered address: 196-198 Edward Road, Birmingham, B12 9LX, Charity Number: 1102803.

Registered Company Number: 04790742.

Registered Office: 196-198 Edward Road, Birmingham B12 9LX

- Manage and support staff and volunteers, fostering a high-performing team culture
- Oversee charity-wide operations: HR, finance, IT, facilities, and our Charity Shop
- Ensure compliance in safeguarding, health & safety, GDPR, and governance
- Collaborate with the CEO on strategic planning and service development
- Represent Gilgal with partners, funders, and in community settings
- Promote co-production and the voice of survivors in shaping our services

What you bring

Essential:

- Strong operational leadership experience in charity or social care
- Proven track record in team management and finance oversight
- Understanding of safeguarding, trauma-informed care, and data protection
- Emotional intelligence, resilience, and a commitment to women's rights
- Excellent communication, organisational, and problem-solving skills

Desirable:

- Experience in a refuge or domestic abuse setting
- Familiarity with charity retail or income generation
- Knowledge of VAWG issues and policy in Birmingham or nationally
- Relevant qualifications in leadership, social care, or supported housing

Why Gilgal?

At Gilgal, our mission is to provide a safe, healing space where women and children can rebuild their lives. You'll be part of a team that values compassion, excellence, and dignity. This is more than a job; it's a purpose.

Special Conditions:

This post is open to women only under Schedule 9, Part 1 of the Equality Act 2010. The successful applicant will be required to undergo an enhanced DBS check.

Ready to lead with purpose?

Apply today and be part of a mission that matters.

Please send your CV and cover letter direct to finance@gilgalbham.org.uk.

Applications close on Friday, 18th July. Short listing will take the following week, and interviews will be held week commencing 28th July.

To find out more about the work Gilgal do, visit www.gilgalbham.org.uk