Open Door
Taunton

Recruitment Pack

Strategic Business and Operations Manager

September 2026

1A Mount Street, Taunton TA1 3QB
info@tauntonopendoor.org.uk
Company No 06402176
Charity No 1122040

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Key summary of the role

Job title:	Strategic Business and Operations Manager
Hours:	30 hours per week 8:30am – 3pm Monday – Friday with a 30-minute lunch break Some flexibility will be needed to meet the needs of the role including occasional evening and weekend working.
Reports to:	Board of Trustees
Renumeration:	£35,000 - £40,000 FTE
Based:	Open Door Centre, 1A Mount Street, Taunton TA1 3QB with some hybrid/work from home flexibility.
Terms:	25 days personal annual leave entitlement plus bank holidays. Probation period of 3 months. 5% employer pension contribution.
Deadline:	9am on Tuesday 6th October 2026

If you are appointed, your role will include (full job description can be found on page 4):

As Strategic Business and Operations Manager, you will actively contribute to fundraising projects, build on networking, and work closely with partners across the area to coordinate programmes, manage priorities and make sure great ideas become real outcomes. We're looking for someone who enjoys leading complex

programmes and making things happen, is adept at building strong relationships and capable of bringing ideas together whilst being confident of managing priorities, risks, governance and budgets.

You'll be a collaborative and organised professional with experience of working with multiple stakeholders, supporting senior leaders and delivering strategic change. You'll also have a good understanding of working with vulnerable people and the challenges of income generation in the non-profit sector.

Working closely with the Board of Trustees, you'll bring people together, keep projects moving and turn vision into action while overseeing our small team of staff and volunteers.

The successful candidate will be subject to eligibility to work, DBS and reference checks.

What we do

Open Door (Taunton) is a day centre for Taunton's homeless community. In the first instance we provide a warm welcome, a smile and a drink.

We provide access to showers, a clothing store and a laundry facility. We also serve breakfast and lunch, five days a week with unlimited refills of tea, coffee and juice.

We offer tailored support plans for individuals aimed at, securing accommodation, developing life skills and accessing health services. This work is underpinned by a staff team of four, a team of 40 volunteers and a team of 8 Trustees.

In January – July 2026 the team served 1,756 breakfasts; made 1,098 lunches; completed 511 loads of clothes washing; and welcomed 2,394 client visits.

Our ethos

Open Door's ethos is rooted in the conviction that each person has the potential to build a fulfilling and happy life, depending, when necessary, on the support of others.

Open Door is a place of unconditional acceptance of each person, just as they are. Everyone is special, each person has their story, and everyone deserves acceptance, time, dignity and respect. We do not judge nor control.

We firstly seek to address the most practical immediate needs of those who are living on the streets, such as the need for food, shelter, clothing, showers, laundry and for company.

For more information on Open Door, please go to www.tauntonopendoor.org.uk

Our goals

🍴 **Supply food and beverages** by cooking hot meals and serving beverages to clients

Why: Reliable meals are essential for people sleeping rough, supporting both health and human connection.

What we will do: We will provide two hot meals a day Monday to Friday, prepared by our volunteers and funded through community donations.

Success measures: Success means consistent nourishment for clients, reliable kitchen operations, and stronger trust that encourages engagement with health and housing support.

👕 **Providing clothing, laundry and showers** by organising donations and keeping laundry and showering facilities running for clients

Why: Access to sanitation and clean clothing is essential for health, dignity, and wellbeing.

What we will do: We will operate reliable shower and laundry facilities and maintain a donated clothing bank supported by volunteers.

Success measures: Success means improved comfort and confidence for clients, smoothly running facilities, and stronger engagement with wider support services.

👊 **Make a bigger impact** by acting as a central hub for partner agencies to provide specialist support and check-ins for clients.

Why: Rough sleepers often face major barriers accessing healthcare and specialist support.

What we will do: We will expand partnerships and host more on-site clinics, creating a multi-agency hub at our day centre.

Success measures: Success means more clients engaging with health and support services and taking sustainable steps forward in their recovery

🏠 **Support access to accommodation** by partnering with housing organisations and introducing them to clients.

Why: Securing housing from the streets is complex and difficult without practical tools or consistent support.

What we will do: We will act as a bridge between clients and housing agencies by facilitating on-site meetings with partners, providing phone access and a mailing address, and supporting clients through the housing process.

Success measures: Success means clients engaging more consistently with housing services, smoother transitions into temporary accommodation, and more individuals securing and maintaining stable housing.

Working with us

We are a small but passionate and enthusiastic team, with three part-time workers: a Client Support Advisor; an Administrator & Volunteer Co-ordinator; and a Caretaker. Our Board are highly involved in operational support and management; and a number of Trustees volunteer in the Centre too.

This role has been created as part of a restructure of the team in order to move towards long term sustainability and preparing for the current Chair of the Board to step down, meaning more strategic leadership is needed within the staff team.

We are in the process of recruiting a caretaker role to support the team with DIY tasks and regular compliance checks.

Job description

Purpose of the Role

The Strategic Business and Operations Manager will provide strategic, operational, and funding leadership to the charity, ensuring the effective delivery of services for rough sleepers. The postholder will work closely with trustees, staff, volunteers, funders, local authorities, housing providers, health services, and community partners to maximise the charity's impact and sustainability.

The Strategic Business and Operations Manager will be responsible for ensuring that the charity operates in accordance with its mission, values, legal obligations, and best practice standards.

Key Responsibilities

Strategic leadership

- Service delivery and operations
- Oversee the day-to-day operation of all charity services and projects.
- Monitor performance against agreed targets and outcomes.
- Establish systems for measuring impact and demonstrating value to stakeholders and funders.
- Ensure effective use of financial resources and value for money.

Fundraising and income generation

- Lead on fundraising and income generation activities, with support from Trustees, to achieve agreed fundraising targets.
- Develop and maintain relationships with grant funders, donors, businesses, trusts, and foundations.
- Build and maintain relationships with local supporters and schools, faith communities, community groups, and local businesses to develop and deliver an annual community fundraising plan.
- Deliver excellent stewardship to donors and supporters to maximise retention and long-term support.

Staff and volunteer leadership

- Provide inspirational leadership to staff and volunteers.
- Manage performance of staff
- Promote a positive organisational culture based on respect, inclusion, and collaboration.

Partnership development and representation

- Build strong relationships with local authorities, housing providers, health services, police, probation services, and other stakeholders.
- Raise the profile of the charity through networking with business leaders and owners, media engagement, and public speaking opportunities.
- Identify opportunities for strategic partnerships that align with the charity's values and objectives.
- Advocate for the needs and interests of rough sleepers

Governance, compliance and safeguarding

- Support the Board of Trustees in fulfilling its governance responsibilities.
- Ensure compliance with charity law, employment legislation, safeguarding requirements, GDPR, health and safety regulations, and all other relevant legal obligations.
- Maintain effective policies, procedures, and risk management systems.
- Ensure safeguarding remains central to all areas of service delivery.
- Act as Designated Safeguarding Lead
- Act as the Data Protection Officer for the Charity

Person Specification

Management Experience

- Senior leadership experience, ideally from within the charity, housing, social care, health, community, or public sector.
- Experience of partnerships working across multiple agencies and sectors including local authorities and statutory agencies
- Experience working with governance structures and boards of trustees.
- Experience of project management, monitoring, evaluation and running projects to deadline.

Fundraising experience

- Demonstrable success in securing grant funding and developing sustainable income streams.
- Experience in planning, organising and delivering fundraising campaigns and activities.
- Proven experience of delivering income growth in an events or community fundraising setting (preferably both).
- Experience of providing supporter stewardship, to strengthen and cultivate relationships with fundraisers.

Knowledge and skills

- Knowledge of safeguarding legislation and best practice.
- Understanding charity governance and regulatory requirements.
- Knowledge of relevant funding environments and commissioning processes.
- Excellent written communication and interpersonal skills.
- Ability to inspire, motivate, and develop teams.
- Strong problem-solving, decision-making, and negotiation abilities.
- Excellent IT capability with high proficiency in Microsoft Office 365 suite
- Highly numerate and attentive to detail, with the ability to analyse, produce and maintain accurate records.

Personal qualities

- A passion and motivation to improve the lives of people experiencing rough sleeping.
- Compassionate, approachable, and emotionally intelligent.
- Resilient and adaptable in a changing environment.
- High levels of integrity, professionalism, and accountability.
- Strong commitment to equality, diversity, and inclusion.
- Excellent team leader.
- Understanding of and enthusiasm for Open Door's work and values.
- A proactive self-starter who is able to work on their own initiative and as part of a small team, meeting deadlines under pressure.
- An ability, and willingness, to travel locally to meetings as reasonably required by the Trustees, with very occasional travel further afield.

Applications

The deadline for applications is 9am on Tuesday 6 October 2026. Interviews will take place in person at the Centre on 14th and 15th October 2026.

Access needs will be met for interviews. You will be required to provide a copy of your CV and a cover letter focussing on how your experience links to the skills and person specification outlined in this job description, including examples.

For more information about the role or Open Door please contact Leanda Richamon (Trustee) on Leanda@tauntonopendoor.org.uk