



Head of Facilities & Operations

Full-time/Part-time





At Inspire, we believe that every young person deserves the opportunity to fulfil their potential, regardless of the challenges they may face. As a leading youth charity in Suffolk, we are dedicated to empowering young people to raise their ambitions, build confidence and develop the skills they need to create positive futures.

Working alongside young people, families, schools, communities and employers, we provide a wide range of services that support personal development, emotional wellbeing, education, employability and social inclusion. Whether helping a young person overcome barriers to learning, improve their mental wellbeing, gain new skills, access mentoring or take their first steps towards employment, our focus is always on helping them achieve their goals and thrive.

Our approach is shaped by the voices of young people themselves. We listen, adapt and respond to their needs, ensuring that the support we provide is relevant, accessible and makes a lasting difference. Every interaction is an opportunity to inspire confidence, unlock potential and create pathways to brighter futures. Through our centres, community programmes, wellbeing services and partnerships, we work every day to create opportunities that enrich lives and strengthen communities. We are passionate about making a meaningful impact and are proud of the difference our dedicated teams make across Suffolk each day.

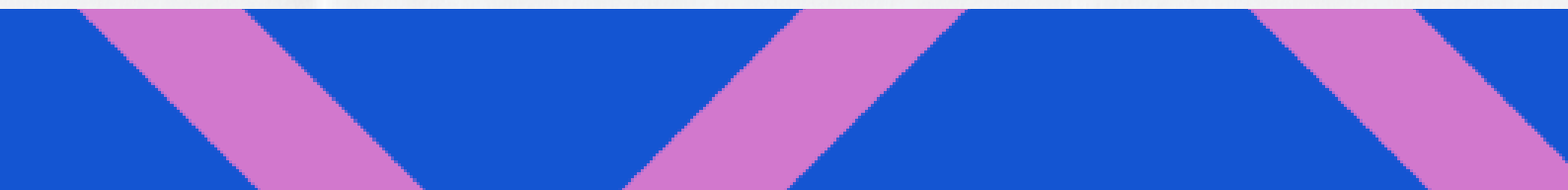
By joining Inspire, you will become part of a values-driven organisation where your work will have a genuine and lasting impact. Together, we help young people to be inspired, empowered and prepared for whatever comes next.

Our Mission:

Inspire is a charity dedicated to helping young people discover their purpose and fulfil their potential. Each year over 2,500 young people turned to us for support, guidance, and opportunities.

Our mission is rooted in the belief that every young person deserves the chance to lead a confident and fulfilling life. That's why we focus on all aspects of wellbeing—mental, physical, emotional, and social—to equip young people with the tools and guidance they need to succeed.

To make that all possible, we have an eclectic mix of brilliant people working to do great things for others. We're committed to creating a supportive working environment where both our team and the young people we serve can thrive. We hope this pack gives you a better understanding of who we are!



The role:



Title: Head of Facilities & Operations

Reports to: CEO

Based at: Inspire, Lindbergh Road, Ipswich, IP3 9QX

Salary: £31,614 - £44,433 (FTE)

Hours of Work: Between 30 -37.5 hours a week with a minimum of four days)

As a key member of Inspire's Senior Leadership Team, the Head of Facilities & Operations will provide both strategic and operational leadership across our sites, ensuring our centres are safe, welcoming, well-managed and financially sustainable environments for young people, staff, partners and the wider community. The role has organisation-wide responsibility for facilities, health and safety, compliance, maintenance, business continuity and venue operations, while also leading the growth of venue hire income in a way that supports Inspire's charitable purpose. Managing a team of operational staff, the postholder will drive high standards, strong accountability and flexible resource deployment across multiple locations. This is an exciting opportunity for an experienced leader who can balance big-picture thinking with hands-on operational delivery, helping shape the future of Inspire's buildings, services and community impact.



“

I felt like an absolute failure before having dropped out of college and every relationship around me seemingly breaking down. Inspire really got me out of the slump that I was in. They had belief in me when I did not believe in myself.”

Jessica
participated in Team Programme

Key responsibilities:

The Head of Facilities & Operations plays a vital role in ensuring Inspire's sites are safe, compliant, welcoming and financially sustainable environments that support excellent outcomes for young people and communities. Working as part of the Senior Leadership Team, you will provide strategic leadership across facilities, health and safety, venue operations and income generation, while developing high-performing teams and contributing to the organisation's long-term growth and success. A copy of the full job description can be found at the back of the Recruitment Pack.

The key objectives of the role are:

- Provide strategic leadership for Inspire's buildings, facilities and operational services.
- Lead health and safety, compliance, maintenance, security and business continuity across all sites.
- Develop and deliver the organisation's buildings and facilities strategy, including future investment planning.
- Drive sustainable income growth through venue hire and community use of Inspire's spaces.
- Lead, develop and empower operational teams, creating a culture of accountability and continuous improvement.
- Manage operational budgets, contracts, suppliers and procurement activity.
- Monitor performance and use data and insight to inform decision-making and service improvements.
- Build strong relationships with customers, partners, contractors and community stakeholders.
- Contribute to organisational strategy and decision-making as a member of the Senior Leadership Team.

The personal profile:

We are looking for an experienced and proactive operational leader who is passionate about creating safe, welcoming and sustainable environments that support positive outcomes for young people and communities. You will be equally comfortable developing long-term strategies and delivering practical operational solutions, with the ability to lead people, manage resources effectively and build strong relationships with a wide range of stakeholders. As a member of the Senior Leadership Team, you will bring strong commercial awareness, sound judgement and a commitment to Inspire's values, helping to shape the future direction of the organisation.

You will bring:

- Significant experience of leading operational, facilities or venue-based services.
- Strong knowledge of health and safety, compliance, risk management and facilities oversight.
- Experience of managing budgets, contracts, suppliers and organisational resources.
- A track record of developing teams, leading managers and creating a culture of accountability and high performance.
- Commercial awareness with experience of driving income, performance and sustainability.
- Excellent planning, organisational and problem-solving skills.
- The ability to build effective relationships with colleagues, partners, customers and stakeholders.
- A collaborative and values-led leadership style with a commitment to safeguarding and inclusion.
- Flexibility to respond to operational priorities across multiple sites, including occasional evening and weekend working.



The benefits:

Why Work for Inspire?

Join our fantastic team and help make a real difference to the lives of young people across Suffolk. At Inspire, we are committed to creating a positive, supportive and rewarding workplace where our people can thrive. In return for your skills, passion and commitment, we offer a range of benefits designed to support your wellbeing, work-life balance and professional development.

Our Benefits:

Competitive Salary

We offer a competitive salary package that recognises your skills, experience and contribution.

Professional Uniform Provided

Feel part of the team from day one with a high-quality uniform provided at no cost to you.

Learning and Development Opportunities

We are committed to investing in our people and offer access to training, development opportunities and career progression pathways.

Birthday Leave

Enjoy an extra day's paid leave each year to celebrate your birthday.

Christmas Gifted Leave

We provide additional gifted leave over the Christmas period, allowing you to spend more time enjoying the festive season with family and friends.

Increased Annual Leave with Service

We value loyalty and commitment. As your length of service grows, so does your annual leave entitlement, with the opportunity to earn up to five additional days.

Free Holiday Club Places

To support working families, we offer free places at our holiday clubs for employees' children aged 5-11 years whilst they work.

Free On-Site Parking

Free parking is available at all Inspire locations.

At Inspire, we are proud to be an inclusive employer. We are committed to creating a workplace where everyone feels valued, respected and empowered to be themselves. We celebrate diversity, embrace individual differences and believe that a variety of perspectives strengthens our organisation and the communities we serve.

How to apply:

Deadline: 0900 hours on Monday, 19th October 2026

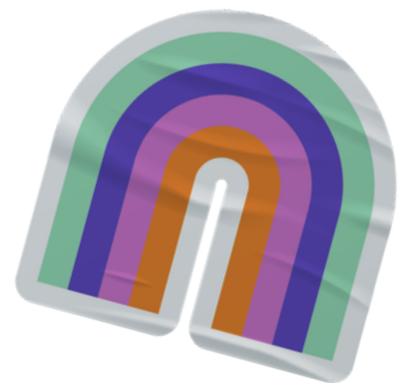
(Interviews will be held in early November 2026)

If you have the right skills and experience to support our charity, then please apply by forwarding an up-to-date CV to Andy Crump, CEO at andyc@inspirecharityuk.org

We review every application carefully and, if we consider your profile a good match, we will contact you to invite you to take part in the interview process. The first part of the interview process will be a telephone interview and the second part of the process will be in the form of a formal interview.

Shortlisting and interviews will take place while the advertisement is live, which may mean the position is closed early if suitable candidates are found.

Inspire is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All appointments are subject to pre-employment checks including an enhanced DBS check.



Job Description:

Head of Facilities & Operations

Overview of the Role:

The Head of Facilities & Operations provides strategic and operational leadership for Inspire's central operations and physical spaces. The postholder ensures that our centres are safe, welcoming, well-managed and financially sustainable places where young people can access high-quality services and the wider community can take part in activities, events and venue hire.

The role has organisation-wide oversight of health and safety, facilities and building compliance, repairs and renewals, planned maintenance, security, business continuity and the effective day-to-day operation of our sites. It leads the development of a longer-term buildings strategy, using condition, risk, utilisation and financial information to identify future investment priorities and support informed decisions by the Senior Leadership Team and Trustees.

The Head of Facilities & Operations is also accountable for growing and managing venue hire and other appropriate income from our spaces, balancing commercial opportunity with Inspire's charitable purpose and the needs of services for young people. This requires effective planning of space, staffing and operational resources across days, evenings and weekends, with the flexibility to direct resources to the buildings and times of greatest demand.

The postholder will lead a mixed team of permanent and sessional staff, with direct line management of Operations, Bookings & Sales Leads and Facilities and Maintenance Officers who are responsible for the day-to-day coordination and supervision of sessional staff. The role will set clear standards, strengthen management accountability and ensure that teams work together to provide a consistent experience across all sites.

As a member of the Senior Leadership Team, the Head of Facilities & Operations contributes to whole-organisation planning and decision-making and helps deliver Inspire's strategic priorities: Led by Youth, Driven by Insight, Growing with Purpose.

Key Objectives

1. Provide strategic and operational leadership for Inspire's centres, ensuring they are safe, compliant, welcoming and able to meet the needs of young people, staff, partners and the wider community.
2. Develop and deliver a coherent buildings and facilities strategy, including repairs and renewals, planned maintenance, utilisation and future investment priorities.
3. Grow sustainable income from venue hire and other appropriate use of Inspire's spaces while protecting service quality, charitable purpose and community access.
4. Lead and develop Operations, Bookings & Sales Leads and Facilities and Maintenance Officers and the wider permanent and sessional workforce, creating clear accountability, consistent standards and flexible deployment across sites and operating hours.
5. Manage operational budgets, suppliers, contracts, risks and performance information, ensuring resources are used effectively and decisions are evidence-led.

Main Responsibilities

Strategic Leadership and Centre Oversight

1. Lead the organisation's approach to managing and developing its physical spaces, ensuring each centre supports high-quality work with young people while remaining welcoming, accessible and available for appropriate community use.
2. Develop and deliver a multi-year buildings and facilities strategy covering condition, repairs and renewals, compliance, capacity, utilisation and future capital investment, using reliable evidence and cost information to recommend priorities to the CEO, Senior Leadership Team and Trustees.
3. Work closely with the Head of Services to align space, staffing and operational planning with service needs, and contribute to whole-organisation planning, reporting and strategic decision-making as a member of the Senior Leadership Team.

Facilities Health and Safety and Compliance

1. Hold strategic oversight of health and safety across Inspire's premises, ensuring legal duties, organisational policies and agreed standards are understood, implemented, monitored and reviewed through effective risk assessment, inspection, testing and incident-reporting arrangements.
2. Maintain clear programmes for statutory compliance, planned and responsive maintenance, fire safety, security and emergency arrangements, coordinating landlords, contractors and professional advisers to secure safe, timely and cost-effective outcomes.
3. Oversee facilities records, audits, licences, insurance requirements and business continuity arrangements, escalating significant risks and providing appropriate assurance to the CEO and relevant governance committees.

Venue Hire Community Use and Income Generation

1. Set and deliver an income plan for venue hire and other appropriate commercial use of Inspire's spaces, with clear targets for income, contribution, occupancy, customer experience and repeat business.
2. Oversee pricing, promotion, bookings, customer enquiries, event delivery and feedback, building productive relationships with hirers, community organisations and partners so the venue offer is competitive, consistent and aligned with Inspire's values and charitable purpose.
3. Balance competing demands for space through transparent planning and use utilisation, income, cost and customer data to protect delivery for young people, make effective use of capacity and improve the financial sustainability of each venue.

Main Responsibilities

People Leadership and Resource Deployment

1. Lead and develop Operations, Bookings & Sales Leads and Facilities and Maintenance Officers, setting clear objectives and holding them accountable for the day-to-day coordination, supervision and performance of permanent and sessional teams.
2. Ensure staffing models, rotas and management cover respond flexibly to daytime, evening and weekend demand across Inspire's sites, including clear arrangements for opening, closing, handovers, lone working and escalation.
3. Build a collaborative, values-led culture with consistent standards, shared accountability and effective deployment of people and resources across the operations function, without relying on one individual being permanently available.

Financial Supplier and Performance Management

1. Develop and manage operational, facilities and venue budgets, monitoring income and expenditure, forecasting pressures and taking timely action to address variance, efficiency and investment needs.
2. Lead procurement and supplier management for relevant contracts and services, ensuring appropriate due diligence, effective oversight, quality and value for money.
3. Maintain a concise operational performance framework covering compliance, maintenance, utilisation, venue income, customer experience, staffing and key risks, working with the Head of Finance to support capital planning, full-cost understanding and robust business cases.

Safeguarding Partnerships and Organisational Contribution

1. Take personal responsibility for understanding and applying Inspire's safeguarding practice and values, ensuring operational teams, external hirers, contractors and venue arrangements support a strong culture of safety and comply with relevant requirements.
2. Represent Inspire effectively with landlords, local authorities, contractors, community partners, customers and other stakeholders, building relationships that support effective operations and wider organisational priorities.
3. Contribute operational expertise to organisation-wide projects, funding applications, tenders and partnerships, and undertake other reasonable duties consistent with the seniority and purpose of the role.