



Job Description: Operations Lead (24 hours per week flexible)

About ADHD Embrace

We work to ensure that children and young people with ADHD are understood, supported and able to thrive.

ADHD Embrace is a small and impactful community charity supporting children and young people with Attention Deficit Hyperactivity Disorder (ADHD), along with their families and the professionals who work with them. For over 20 years, we have provided trusted information, practical support and advocacy, building long-standing relationships within our community.

Our work is built around three pillars:

- Providing information, knowledge and practical support
- Advocating for greater ADHD awareness
- Empowering children, young people and families affected by ADHD

Learn more about us at www.adhdembrace.org and watch our video <https://youtu.be/MygPmmL0A2Q>

The Role

The Operations Lead is responsible for the smooth and efficient operational delivery of ADHD Embrace's services. This includes leading the design, planning, implementation and evaluation of ADHD Embrace's services, ensuring they are high-quality, responsive to community needs and aligned with funding commitments.

Our services include courses and workshops for both parents and young people, expert-led seminars, advice clinics, informal meet-ups and our Schools Outreach Programme, training teaching staff and providing ADHD awareness to parents in schools and delivering teacher seminars.

This is a key role in a small charity and combines **planning with day-to-day hands-on coordination**. The delivery of the service provision will be carried out primarily by colleagues and external providers.

The postholder will report to the Executive Director.

Key Responsibilities

1. Service design and planning

- Develop annual service plans aligned with organisational priorities.
- Lead the development, planning and ongoing review of ADHD Embrace's service offer, using a user-led approach informed by feedback and insight.
- Develop and maintain a clear service delivery roadmap that supports families and young people at different stages of their ADHD journey.
- Ensure events and programmes are planned at least four to six months in advance.

2. Service delivery

- Lead the day-to-day operational coordination of ADHD Embrace's services to ensure it meets agreed objectives, budgets and funder requirements.
- Oversee the quality and timeliness of delivery by staff and external service providers.
- Ensure operational systems are efficient to support the smooth running of services. This includes trouble shooting and resolving short term issues as they arise and giving thought to long term solutions to ensure our services are delivered efficiently and seamlessly for our user community.

4. Insight, evaluation and impact

- Ensure feedback is gathered after events and activities and used to inform continuous improvement.
- Monitor service reach, beneficiary numbers and impact, using both quantitative and qualitative data.
- Design and coordinate community surveys and consultation activity to inform future service development.

5. Management and funding reporting

- Provide supervision and work closely with one direct report, the Operations Administrator.
 - Ensure service delivery meets budgeted events including funder requirements and supports reporting obligations.
 - Prepare management information and contribute to funding reports by providing accurate service delivery and impact data.
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Person Specification

Experience (essential)

- Experience delivering or coordinating service delivery (ideally in a Charity or voluntary organisation)
- Experience in working as part of a team and coordinating the work of others and activities both internal and external.
- Experience balancing planning, efficient implementation and delivery and stakeholder relationships.

Skills and knowledge (essential)

- Strong organisational and prioritisation skills.
- Ability to take a practical approach to resolve issues in a timely manner
- Knowledge and understanding of neurodiversity and specifically understanding of ADHD or willingness to develop knowledge on ADHD quickly



- Strong teamwork skills- ability to work collaboratively with colleagues and external partners.
- Ability to understand the wider policy and community context while managing day-to-day operational delivery.
- Ability to innovate, use initiative and work in a fast-paced environment.
- Strong IT skills (familiar with Microsoft Office - including Teams, Word, Excel, Powerpoint and Zoom) and ability to quickly learn new software/IT systems (we have a bespoke CRM database and booking system).

Personal characteristics

- Community minded, empathetic and values-driven, with a genuine commitment to ADHD Embrace's mission.
- Self-motivated and ability to work in a varied role, where they are positive, flexible and willing to roll up sleeves to get job done.
- Good interpersonal skills and enjoys teamwork.
- Clear written and oral communication skills and approach to be clear, open and honest.
- Practical and ability to apply common sense and be a problem solver.
- Attention to detail.

Further Details

Salary: Prorata of full time equivalent £30,000 -£35,000 per annum

Hours: 24 hours per week, with occasional evening or weekend work up to twice or three times a month to support scheduled events. This role could potentially be worked over three or four days, or on two days. We are open to considering applicants preferences.

Benefits:

- Employer pension contribution of 3%
- Holiday entitlement of 30 days including bank holidays (pro-rata)

Location: Hybrid. The team works together in a shared office on Mondays. In-person events take place in and around Richmond, Kingston and the surround areas. Outside of these commitments, the role can be carried out remotely. Local candidates are preferred.

Why work with us?

- **Your work will genuinely matter.** You'll be ensuring our service delivery makes a real difference to children, young people, families and professionals working with young people with ADHD.
- **You'll be part of a supportive, values-driven team.** We are collaborative, kind and practical, and we care deeply about both our community and each other.



- **We value balance and flexibility.** This is an important role which will require skilled application but will enable the postholder to have a meaningful part-time role. We understand that people do their best work when life is in balance.
 - **You'll join a charity with credibility and heart.** With over 20 years of experience, ADHD Embrace is trusted by families and professionals alike — while still being small enough for your contribution to be visible and valued.
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How to Apply

To apply, please send:

- A CV (no more than two sides of A4), and
- A short covering email outlining your relevant experience and motivation for applying

Please email your application to **jobs@adhdembrace.org**.

Deadline for applications: Friday 30th October 2026