OPERATIONS & ADMIN LEAD

Job Description

Job Title: Operations & Admin Lead
Salary: £32,000 per annum
Location: Remote (UK), with occasional travel
Hours: Full time (four days considered)
Reports to: CEO
Start: Early 2027

Benefits:

- Company pension
- Flexible working
- 25 days holiday
- Opportunity to make a real impact
- Be the person who keeps a growing charity running

About Us
LooseHeadz is rugby's mental health charity, on a mission to save lives by placing a trained mental health champion at every rugby club. We work with thousands of grassroots clubs and with the RFU, WRU & SRU.

We're a small, passionate, close-knit team with big goals and a shared belief that rugby can change lives.

The Role
We're looking for an organised, reliable and hands-on Operations & Admin Lead to keep LooseHeadz running day to day.

You will own the systems, admin and coordination behind the charity: booking our workshops into clubs, keeping our records in order, and making sure nothing falls through the gaps. You will be trusted to take on a wide range of responsibilities and see them through, playing a central part in how the charity runs day to day.

Key Responsibilities

- Book mental health workshops and sessions with clubs, and agree dates with our Head of Delivery.
- Organise our Train the Facilitator days: venues, attendees, and materials.
- Handle all delivery admin so our trainers can just turn up and train.
- Handle our post-workshop admin: feedback forms, attendance numbers for impact data.

- Manage subscriptions, renewals, contracts and supplier contacts.
- Keep the team diary and task tracking up to date, and make sure deadlines are met.
- Be the first point of contact for our website, Google Workspace, Trello and Klaviyo, and manage our tech provider.
- Get invoices, receipts and records to our finance lead and bookkeepers on time.
- Prepare and send trustee papers and keep track of policy review dates.
- Keep safeguarding records.
- Keep club and impact data in order for partner and trustee reports.
- Pick up and own tasks from the CEO and see them through.

About You

Essential:

- Proven experience in operations, admin or office coordination.
- Highly organised, with strong follow-through.
- Comfortable with numbers and records.
- Confident with Google Workspace and quick to learn new systems.
- Clear, friendly communication by phone and email.
- Reliable and calm under pressure.
- Takes ownership without needing to be chased.

Desirable:

- Experience in a small business / charity or the sports sector (especially rugby).
- Experience with CRMs (we use Beacon).
- Event or training logistics.
- Passion for mental health and purpose-led work.

How to Apply

Please send your CV and a short cover letter to apply@looseheadz.co.uk

Closing date: Friday 11 December 2026