

Job Advert: Operations Manager (Volunteer)

Heroes Help – Programmes & Operations Directorate

Location: Remote/Hybrid (Field-based where applicable)

Reports to: Programme Development and Delivery Manager

Type: Volunteer Position

Job Profile

The Operations Manager is a vital volunteer role at Heroes Help, responsible for the delivery of frontline support services to members and veterans of the Nigerian Armed Forces. This role involves managing individual beneficiary cases, liaising with local service providers, and ensuring our support is responsive, relevant, and effective. The Operations Manager builds and maintains relationships with key stakeholders including Armed Forces units, local authorities, health services, and partner organisations. The ideal candidate will be proactive, compassionate, and highly organised, with a passion for community-based support.

Key Accountabilities / Responsibilities

- - Deliver direct case management and support services to beneficiaries, including referrals and follow-up.
- - Maintain accurate and confidential case records and service logs.
- - Develop and maintain partnerships with local agencies, healthcare providers, and military units.
- - Represent Heroes Help at local events, forums, and stakeholder meetings.
- - Coordinate awareness and outreach efforts to ensure beneficiaries know how to access services.
- - Support volunteers and community-based contacts to deliver services locally.
- - Monitor service delivery outcomes, collect beneficiary feedback, and report emerging needs.
- - Support emergency response or critical incidents in line with organisational protocol.

Competencies Required

- Essential:
 - - Excellent interpersonal and communication skills.
 - - Organised, empathetic, and able to manage sensitive cases confidentially.
 - - Good understanding of casework or social support services.
 - - Ability to work independently and build strong community networks.
- Desirable:
 - - Experience working with veterans, Armed Forces personnel, or in social services.
 - - Knowledge of local authority or charity sector service delivery mechanisms.

- - Familiarity with trauma-informed care or mental health first aid.

Qualifications, Knowledge, Skills and Experience

Category	Essential	Desirable
Qualifications	Bachelor's degree or equivalent experience in Social Work, Psychology, Public Health, or related field	Certification in case management, safeguarding, or support coordination
Knowledge	Understanding of support needs of Armed Forces members and vulnerable groups	Knowledge of Nigerian military communities or regional support systems
Skills	Case management, problem-solving, stakeholder engagement	Report writing, coordination of volunteers or support networks
Experience	At least 2 years in social care, casework, or operations roles	Experience managing partnerships or delivering community programmes

Benefits of Volunteering with Heroes Help

- - Make a direct and lasting difference in the lives of military families.
- - Gain practical experience in service delivery and community outreach.
- - Work with a collaborative and compassionate national team.
- - Flexible volunteering model with opportunities to work locally.
- - Certificate of Service and professional reference available upon request.

To apply, please send your CV and cover letter to: enquiry.heroeshelp@gmail.com

Subject: Operations Manager – Volunteer Application