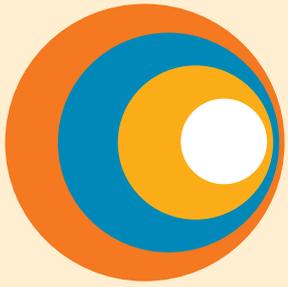




# Engagement Operations Manager

Job Description & Person Specification

March 2026



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# About BeyondAutism

## Our vision

A world where every autistic learner belongs, succeeds and shapes their own future.

## Our mission

To ensure every autistic child and young adult accesses the education and support they need to belong, succeed, and lead lives full of opportunity, choice and independence.

Founded by parents in 2000, we provide a continuum of support from Early Years through Post-19, alongside outreach, training, and our pioneering BeyondAutism Fast Responder service. We combine direct education for children with the most complex needs with national training, resources, and policy influence – creating a blueprint for inclusion that can be scaled across the country.

At the heart of our approach is a deep understanding of behaviour – recognising it as communication and as a reflection of environment and need. Too often, scientific principles have been misapplied in ways that prioritise compliance over the individual’s voice. We reject any practice that seeks to suppress identity; instead, we celebrate individuality and apply behaviour analysis in a positive, ethical, and person-centred way – supporting choice, independence, and outcomes that enhance quality of life.

# Our values

At BeyondAutism we are:

### Dedicated to delivering excellence

Developing expertise, outstanding services and positive engagement, always seeking to go above and beyond expectations.

### Committed to understanding behaviour

Contributing to research and ensuring our staff continually develop and share best practice that ensure aspirational outcomes are achieved for autistic individuals.

### Respectful

Embracing diversity, showing integrity, acting with compassion and always treating people with dignity.

### Proud to challenge

Listening, changing thinking, shifting attitudes and educating.



# Job overview

To lead the operational delivery of Marketing, Communications, and Fundraising activity across BeyondAutism, ensuring disciplined prioritisation, effective resource management and alignment with strategic objectives.

The post-holder acts as the operational coordinator for the department, translating strategic priorities set by the Head of Marketing, Communications, and Fundraising into deliverable programmes of activity. The role ensures that engagement, fundraising and digital initiatives are sequenced effectively and that internal teams receive coordinated support.

Working across multiple organisational services and sites, the Engagement Operations Manager maintains oversight of campaign planning, storytelling pipelines and departmental workflow.

# What we can offer you

You can find a very rewarding career with BeyondAutism. As well as being part of a team delivering life-changing services, we offer multiple and generous benefits to employees.



## Pension scheme \*

We offer a competitive pension scheme via salary exchange of 3, 4 or 5% and match your contribution.



## Hybrid and flexible working

Charity staff have the option of hybrid and flexible working. To be agreed with HR and the department head.



## Season ticket loan \*

We can loan you the cost of your season ticket, repaid through monthly salary deductions for the period of the season ticket or less. Maximum period 12 months. Maximum loan £5000.



## Bicycle loan \*

We can loan you the cost of purchasing a bike for the purpose of cycling to work, repayable over a period of 12 months or less.



## Continuing Professional Development (CPD)

Further education opportunities including Masters, RBTs, diplomas and certificates; and opportunities for membership for relevant professional bodies.



## Professional Membership fees

Reimbursement of the cost of annual professional membership fee where continued membership registration is a requirement of your role.



## Onsite counsellor

One counsellor working across our sites offering confidential 1:1 counselling sessions.



## Perkbox

Access to an online perk scheme which gives you your pick of over 200 great discounts and freebies such as a free monthly hot drink from Cafe Nero, discounts on high street shopping and great price cinema tickets.



## Employee Assistance Programme

Free access to a 24/7 confidential counselling support, including opportunity for face-to-face support.



## Employee Referral Programme

Generous £400 thank you payment when you refer somebody into one of our open vacancies.



## Eye care vouchers

Vouchers to cover the cost of an annual eye examination and single-vision spectacles, if needed.

Benefits marked with (\*) are contractual benefits open to staff who have been in post for three months or more.

## About the role

### Operational coordination

- Act as the first point of contact for Development and Engagement requests across the organisation.
- Manage departmental workflow and prioritisation across engagement, digital and fundraising teams.
- Maintain and oversee the departmental engagement and campaign calendar.
- Sequence communications, engagement and fundraising campaigns to ensure capacity is used effectively.
- Ensure requests from services and departments are aligned with organisational priorities.

### Campaign planning and coordination

- Coordinate the development and delivery of internal and external engagement campaigns.
- Ensure storytelling activity across services is identified, planned and scheduled.
- Work with colleagues across services to identify key milestones, events and communications opportunities.
- Align engagement activity with fundraising appeals and digital campaigns.
- Ensure campaigns are delivered within agreed timelines and organisational priorities.

### Cross-department collaboration

- Act as a central coordination point between engagement, fundraising and digital teams.
- Ensure digital content needs are identified early and planned into campaign delivery.
- Work closely with the Digital and Content Manager to sequence digital production work.
- Support the Philanthropy and Partnerships Manager by ensuring fundraising campaigns are supported by engagement activity.

### Organisational engagement oversight

- Maintain visibility of organisational milestones, events and governance cycles that require communications support.
- Ensure internal engagement initiatives support staff understanding of organisational priorities.
- Support coordination of cross-organisation initiatives requiring communications or engagement support.

### Operational management and reporting

- Maintain departmental dashboards and delivery trackers.
- Monitor progress of campaigns and engagement activity against agreed plans.
- Track departmental budgets, purchase orders and supplier expenditure where required.
- Ensure accurate reporting of engagement activity to the Head of Development and Engagement.

### Line management and team development

- Line manage the Internal Engagement Officer, External Communications and Engagement Officer and Development Officer (Graduate Programme).
- Provide coaching, prioritisation guidance and performance management for team members.
- Support professional development and skill building within the engagement team.
- Ensure team members are working in a coordinated and collaborative way.



## What you will bring to the role

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience managing complex cross-functional projects.</li> <li>• Experience coordinating communications, engagement or marketing programmes.</li> <li>• Line management experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working within the charity sector.</li> <li>• Experience in education, disability or social impact organisations.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong project and workflow management.</li> <li>• Excellent organisational and prioritisation skills.</li> <li>• Strong written and verbal communication.</li> </ul>	
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Translate strategic direction into operational delivery.</li> <li>• Coordinate multiple workstreams and stakeholders.</li> <li>• Maintain oversight of complex programmes of work.</li> </ul>	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Calm under pressure.</li> <li>• Structured and solution-oriented.</li> <li>• Collaborative and supportive leader.</li> </ul>	



## Job information



<b>SALARY SCALE:</b>	£38,541 - £41,286
<b>HOURS:</b>	37.5 hours per week (term-time only)
<b>LINE MANAGER:</b>	Head of Marketing, Communications, and Fundraising
<b>LOCATION(S):</b>	Hybrid, with two days per week at Charity Office.
<b>PROBATIONARY PERIOD:</b>	Six months
<b>HOW TO APPLY:</b>	If you're interested in applying for the role, please send a cover letter and CV to <a href="mailto:recruitment@beyondautism.org.uk">recruitment@beyondautism.org.uk</a>

If you would like to know more or ask a question please email [recruitment@beyondautism.org.uk](mailto:recruitment@beyondautism.org.uk).

BeyondAutism is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of ethnicity, religion, sex, sexual orientation, age, marital status, disability or gender identity.

BeyondAutism is committed to safeguarding and promoting the welfare of children and young adults and expects all staff to share this commitment. An enhanced disclosure will be conducted for the successful applicant.



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### How to follow us



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.social



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