



ENDING ISOLATION | ENDING LONELINESS

Registered Charity No.1120322
Registered Company No.6196052
www.omega.uk.net

Director of Omega

Recruitment Pack – January 2026

Role starting May 2026 (or as soon as possible)



About Us

Omega is a small charity which aims to reduce loneliness and social isolation among vulnerable people through a range of fully safeguarded befriending and support programmes. We are based in Shrewsbury, Shropshire but offer services across the UK with a focus on the West Midlands.

We are seeking a Director to lead the Charity to continue to develop and expand the work of Omega, enabling us to respond to changing and growing needs in the community. This is both an ambassadorial and hands-on role supported by a passionate team of staff and volunteers. It is also a rewarding job with genuine social impact, working for a charity which improves the lives of hundreds of people every year.

What We Do

Omega provides pathways of support to develop positive well-being, reduce isolation and encourage increased social contact amongst people of all ages. People are referred to us by professional services or can refer themselves. Our clients and volunteers are spread across the country with a concentration in the West Midlands.

Most social contact roles within Omega are performed by volunteers who are recruited, trained and supported by skilled staff to support vulnerable people. We recognise that those who are referred to us may be feeling anxious, stressed, lonely and isolated for many different reasons. By working together, we support them to make steps towards achieving improvements to their overall wellbeing. We are committed to serving those suffering loneliness irrespective of religion, culture, gender identity, or personal circumstances.

About The Role

The role will particularly appeal to those who are able to understand loneliness and its effects and are passionate about making a difference to those experiencing disconnection / social isolation.

The main purpose of the role is:

- To provide strategic leadership, building on a shared vision, which will take Omega on the next phase of its growth to reduce the impact of loneliness across the UK.
- Act as the public ambassador of Omega — promoting its mission, programmes, and impact.
- Build alliances with other charities, community groups, and policymakers.
- Identify and pursue new funding and partnership opportunities aligned with Omega's mission and work collaboratively with the fundraising team to support funding applications.
- Be a strong communicator with the team and provide clear, committed, visible leadership, with a presence in the Shrewsbury office for a minimum 2 days a week.
- Work with the Board to ensure compliance with Omega's legal, financial, and safeguarding responsibilities.

Omega's Services

These are the main elements currently provided to our service users:

Chatterbox	A telephone befriending programme which is delivered by trained volunteers. Volunteers commit to giving their client a call once a week for at least 6 months for a friendly, confidential chat and support session.
Letterbox	Our safeguarded Pen pal service, 'Letterbox' connects a client with a volunteer pen pal who maintains contact about their interests, hobbies, and news. We also support clients across the UK via our exciting Pupil Pals initiative, whereby pupils from primary schools create cards and posters for mostly elderly clients.
Enquiry Service	In addition to individuals approaching Omega directly, referrals come through individuals and organisations including Health professionals, Social Prescribers, Age UK, Housing Associations, Mental Health Charities and many more. An informal discussion with each person referred enables the Omega team to understand and support the individual's needs, or signpost to other sources of help if required.
Support Groups	These groups offer a welcoming, safe, and supportive environment in which clients can meet with and gain confidence in relating to others, develop new friendships and ultimately engage with people and activities in their local community.
Special Events	These are one-off occasions designed for different purposes which could be fundraising, an opportunity to bring volunteers together or part of our outreach work.

About the Organisation

Staff team	A small team of 8 mostly part-time staff. Between them, they fulfil a range of roles in direct service delivery to clients, including initial assessments and ongoing monitoring of impact. They recruit, train, support, and coordinate volunteers and manage finances, fundraising, administration, publicity, and communication.
Volunteers	Omega is heavily reliant on the team of dedicated volunteers who fulfil a range of roles including supporting the services directly through one-to-one and small group support, impact measurement, programme management, and fundraising. We currently have over 300 active volunteers.

Trustee Board

Omega is managed by a Trustee Board who bring a range of expertise and experience. The Board seeks to ensure that the wide-ranging needs of its service users are reflected through the diversity and skill mix of the Trustee body. The full Board meets four times per year with the Director of Omega in attendance. Subgroups are set up to address specific areas of activity.

Role Outline

In addition to the Main purposes as described, the Director will:

Leadership and Vision

- Provide leadership, clear strategic direction, and management of Omega.
- Work with Trustees to agree the vision, strategy, values, and objectives.
- With the team, develop and execute appropriate marketing and communications and fundraising strategies.
- Foster a culture of collaboration, transparency, and compassion across the organisation.
- Emphasise the team working environment.
- Provide management of the staff team to meet the agreed plan and strategies within the framework of Employment Law.
- Keep abreast of relevant research and maintain personal professional expertise.

Fundraising and Finances

- Focus on identifying and pursuing new funding and partnership opportunities aligned with Omega's mission, including through new grant funders, corporate relationships, and legacies.
- Oversee and contribute to the work of the fundraising team to develop and maintain relationships with our existing grant funders, corporate partners, trusts, and foundations.
- Develop and maintain relationships with regular and occasional donors.
- Ensure Omega remains on track to meet its annual fundraising / income targets.
- Work with the Finance Officer in managing grant income and expenditure, keeping accurate records, and preparing necessary reports.
- Support the Finance Officer and the Finance and General Purposes Sub-group to develop a sustainable business model, set annual budgets and update quarterly forecasts.
- Work with the Board to ensure Omega's Strategic Plan and client targets are clear and achievable, and that progress against targets is tracked and reported.

Advocacy and External Relationships	<ul style="list-style-type: none"> • Business Outreach management: build alliances with other charities, community groups, policymakers, and other stakeholders. • Lead the development of external communications strategies to raise Omega's profile. • Deliver presentations and talks to represent Omega's work to stakeholders and the public.
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Governance	<ul style="list-style-type: none"> • Ensure that Omega staff, volunteers and its Board of Trustees comply with its legal, financial, and other responsibilities and that written policies and procedures are in place. • Consult with the Chair in the preparation of meeting agendas enabling efficient discussions which move the charity forward. • Provide a written report to Board meetings to update Trustees on operational matters and any breaches of procedures (e.g. in relation to Risk, GDPR or Safeguarding). • Work with the Chair and Board in maintaining a balanced skill mix of trustees. • Work with the Finance Officer to ensure the timely and complete preparation of the annual audited accounts, Annual Report, and other ad hoc reports as necessary to ensure strong governance.
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Person Specification

We are looking for a leader who can demonstrate an understanding of and empathise with the challenges of social isolation, whilst being passionate about making a difference to those experiencing disconnection/loneliness. The position will appeal to someone who is keen to continue to develop their professional expertise whilst leading the charity.

Applicants should have a degree, professional qualification or other evidence of relevant knowledge and experience. They will also be able to show evidence of successful fundraising experience and continuing professional development. Applicants will need to be able to demonstrate:

- Clear strategic thinking. Able to develop a vision to take Omega forward on a journey to increase the scope and range of its services.
- Proven leadership and management in a relevant sector. Able to manage and motivate staff, volunteers, and supporters.
- Strong organisational skills and attention to detail, with the ability to prioritise and manage time effectively.
- Excellent listening skills and a willingness to learn from others, providing a strong lead derived from observation and shared understanding.
- Ability to communicate clearly on a one to one and group basis as well as externally, both verbally and in writing.
- Good level of numeracy and comfortable with IT.
- Ability to understand charity finances, budgeting, and planning.

- Good experience and understanding of fundraising and grant applications and ability to lead in this area.

Omega welcomes applications from all sections of the community and will endeavor to make any reasonable adjustments for applicants who require assistance in carrying out their duties because of disability.

Terms of Appointment

Salary	£31,500 p.a. for 25 hours per week. Potential for annual performance-related increases.
Location	Shrewsbury based. The Director will work primarily from the Shrewsbury office for a minimum of 2 days per week. Free parking is available.
Hours	25 hours per week. Flexible working in line with business needs.
Holidays	Statutory leave entitlement plus Bank Holidays calculated on a pro rata basis.
Pension	Auto enrolled in a Defined Contribution Pension Scheme. Omega matches up to 5% of employee contributions.
Responsible to	Trustee Board through the Chair of Trustees.
Safeguarding	The post holder will be subject to a Disclosure and Barring Service check prior to confirmation of employment.

How to apply

Please send a CV and letter of application, addressing how your experience matches the job description and the person specification, to Linton Waters, the Chair of Omega, by email at linton.j.waters@gmail.com or by post to Linton Waters, Omega, London House, Town Walls, Shrewsbury, SY1 1TX.

The letter of application should be no longer than one side of A4. All applications will be acknowledged. You may request an informal conversation about the role by contacting Linton Waters (email address above). Short-listed applicants will be required to submit the names and contact details of two referees, at least one of whom should be a work contact.

Deadline for applications: 28th February 2026