



Job Description

Key Details

Job Name	Operations Director
Reports to	Deputy CEO
Key Working Relationships	CEO, Chief of Staff
Job Location	United Kingdom

Job Purpose

The Operations Director provides strategic and operational leadership across the organisation's internal functions, ensuring the Hub operates effectively, sustainably, and in full compliance with governance and regulatory requirements.

Working closely with the Deputy CEO and the Executive Team, the role oversees finance, operations, people processes, systems, and organisational infrastructure to ensure strong internal coordination, financial stewardship, risk management, and operational excellence that enable the organisation to deliver its strategic objectives.

Key Responsibilities

Operations and Systems

- Implement and oversee all internal operational functions, including finance, HR and organisational performance tracking systems.
- Establish and ensure efficient use of the internal operational systems and processes to facilitate seamless organisational delivery across multiple jurisdictions regulatory or governance issues.
- Manage third-party supplier relationships to ensure that remits are delivered in a cost-effective manner.
- Oversees IT, technology development, and systems procurement, ensuring tools support evolving organisational needs.
- Supports internal communications, organisational rhythm, and ways of working to enable clarity, cohesion, and performance.

Budgeting and Finance

- Manage workplans and outputs of the Finance service providers
- Lead budgeting and financial planning/forecasting to ensure alignment between strategy and organisational delivery.
- Over payroll and organisational payment runs
- Acting as a GDPR Compliance Officer and Data Protection Officer.

Leadership and People Management

- Manage workplans and outputs of HR service providers
- Act as the first point of contact for staff on employment matters, ensuring responsive and effective HR support.
- Deliver a high-quality staff experience, supported by clear processes, reliable systems, and strong operational guidance.

Fundraising and Grant Management

- Serve as the focal point for fundraising coordination and grant management, ensuring alignment between funding, delivery, reporting, and impact.
- Support funding strategy through pipeline tracking, proposal budgeting, and ensuring full-cost recovery across all grants.
- Ensure clear, coordinated grant management processes that link funding to delivery commitments and outcomes.

Governance Responsibility

- Work closely with the Chief of Staff and Charity Secretary on the Hub's governance and Board of Trustee relations
- Maintaining the organisational risk register and leading the risk management processes
- Work closely with the Leadership Team to uphold strong standards of accountability, transparency, and organisational integrity.

Core Skills, Capabilities & Experience

- Significant professional experience (ideally **10 - 12 years**) in operations, organisational management, finance, governance, HR, or business management roles within complex organisations
- Experience overseeing organisational operations across multiple jurisdictions, including understanding of compliance, employment, governance, and operational risk management requirements
- Strong financial management capability, including budgeting, forecasting, grant management, financial planning, payroll oversight, and working with external finance providers or auditors

- Experience managing HR processes and external HR providers, with strong understanding of employee relations, organisational policies, recruitment, and people operations
- Strong operational leadership and systems-thinking capability, with the ability to design and improve processes that enable effective organisational delivery and accountability
- Experience managing third-party suppliers, consultants, and service providers, ensuring high-quality, cost-effective delivery
- Strong governance and risk management experience, including supporting Boards, maintaining risk registers, and ensuring organisational compliance and accountability
- Familiarity with GDPR, data protection requirements, and organisational compliance processes
- Experience supporting fundraising operations, grant coordination, donor compliance, and proposal budgeting processes
- Strong project management and organisational skills, with the ability to manage multiple priorities and operational workstreams simultaneously
- Strong analytical and problem-solving skills, with the ability to identify operational risks and implement practical solutions
- Excellent interpersonal and communication skills, with the ability to work effectively across leadership teams, staff, Trustees, and external partners
- High levels of discretion, professionalism, judgement, and integrity when handling sensitive organisational and people matters
- Experience within international development, advocacy, non-profit, philanthropy, or mission-driven organisations is highly desirable
- Commitment to strong organisational culture, collaboration, operational excellence, and the organisation's mission and values