



RECRUITMENT PACK

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RECRUITMENT PACK

ROLE OVERVIEW: DIRECTOR OF PEOPLE AND OPERATIONS (MATERNITY COVER)

This role is an Executive level role, sharing overall responsibility for the Lab's impact with the other members of the Exec (CEO, COO, Director of Programmes and Campaigns).

The role will be specifically responsible for:

- **the people function**, including team days, our annual retreat, and internal communications, as well as Human Resource management and our staff handbook,
- **programme support**, including stewardship of our Monitoring, Evaluation, learning and Planning system,
- **coordinating the team's fundraising work**, and
- **managing other areas of our operations**, such as IT and infrastructure, including our new CRM system.
- The post-holder will be responsible for **line managing the Operations Manager**.

The post-holder will work closely with the COO, who will be leading on finance and governance. Together, they will be responsible for drafting the plan for the Lab's Operations function in 2026.

This post is a 13 month fixed term contract, running from mid-May 2025 to mid-June 2026.

ABOUT THE LAB

The Finance Innovation Lab builds power to transform the financial system for people and planet.

Our financial system has become disconnected from the real needs of people, the environment, the wider economy and society. Dysfunction in the financial system lies at the root of many of today's challenges, from climate change and economic crises to poverty, marginalisation and inequality.

It doesn't have to be this way. People created the system – and people can change it.

We advocate for financial sector policies that promote economic and environmental justice, and we work to build the collective power of the network of groups working to improve the financial system. This means focusing the Lab's efforts in three key areas:

- **Collaborating** – We convene and coordinate diverse networks and coalitions including civil society groups, allies from the financial sector, academics, policy makers and many more.
- **Catalysing** – We generate and share knowledge and ideas, identifying leverage points to drive wide-reaching change, and developing impactful campaigns.
- **Campaigning** – We work with others to change the policies and rules which shape and govern the financial system, through a diversity of tactics including policy, research, advocacy, media and public engagement.

OUR VISION AND VALUES

Our vision is a financial system which is democratic, just, sustainable and resilient. We mean:

- **Democratic** - Transparent and accountable, where everyone can participate in the rule-making and institutions that shape it.
- **Sustainable** - A positive force that helps meet society's long-term needs and supports human flourishing on a thriving planet.
- **Just** - Promotes diversity and equality and protects human rights.
- **Resilient** - Provides security and stability for all, and for the real economy.

Our values guide everything we do. A summary of these is below, and you can read more about what we mean by these on our website [here](#).

- **Ambition** – holding true to our transformative vision with bravery, based on a fundamental commitment to learning.
- **Collaboration** – achieving change with others who share our ambition, being accountable, and acting with humility.
- **Empowerment** – acting in solidarity with those marginalised by the financial system, approaching ourselves and others with love and care, and creating spaces where everyone can participate.

LOCATION OF WORK

The team work remotely for the majority of the time, but as this role is responsible for people and culture ideally you will be able to attend monthly 'team together days' in London (travel paid if outside of London area) as well as an annual two-night retreat elsewhere in the UK in November. However, we don't want this to be a barrier to applicants, so you can let us know at the interview stage if this would not be possible or will cause you challenges.

DIVERSITY, EQUALITY AND INCLUSION

Our Commitment to Diversity, Inclusion, Equity and Justice

We believe that diversity, inclusion, equity and justice are fundamental to what we are trying to achieve.

The financial system, and the barriers which stand in the way of transformative change, are huge; no single organisation can change this on their own. That's why a core part of our work is building collective power for change. We can't transform the financial system without building and participating in a diverse movement of changemakers; and we can't effectively contribute to that movement if we aren't also focused on embedding justice and equity in our own organisation, our programmes, and our approach to working with others.

Diversity and inclusion at the Lab

We encourage and celebrate the different qualities that our colleagues, and others we work with, bring to our work, and we believe that seeing things from a wide range of different perspectives helps us resolve problems, adapt our approaches and develop as an organisation.

The results of our most recent team and board diversity survey are available on our website [here](#) (opens pdf).

We are committed to providing equality and fairness for all and not to discriminate on any grounds, including gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, mental health, religion or age.

During the application process we commit to:

- Always being clear about the process, what we'll need from you, and when you can expect to hear back from us.
- Having an online (usually Zoom) option for all interviews.
- Paying for your travel costs to the office and back for interviews held in person.
- Paying for care or childcare cover whilst you are at interviews.
- Making any reasonable adjustments needed to support you in the process.

If there are any further adjustments you need, or if there is anything else you are concerned about or think we could provide, please get in touch.

HOW TO APPLY

We are keen to hear from applicants who believe they have the skills and commitment to thrive in the role, even if you do not have every element of the role profile.

Closing date for applications: 11.55pm, Tuesday 18th February 2025

First interviews are expected to take place on Monday 3rd and Tuesday 4th, and second interviews on Thursday 13th March.

Applications are managed and submitted on the Applied platform, [here](#).

APPLICATION STAGE	
<p>Application form</p> <p>The application will ask a few questions testing the key skills we are looking for. These are a commitment to and understanding of the Lab's work and values, alongside the relevant experience and skills required for the role as set out in the role and person profile.</p> <p>Answers are anonymised and scored against set marking criteria.</p> <p>CV review</p> <p>We'll also ask for your CV. Please note your CV will NOT be looked at unless you score highly on the application questions, so please ensure you answer these as fully as you can.</p> <p>If you have scored highly on the application questions we will review your CV to better understand your experience, particularly as that relates to the key skills we are looking for. CVs will be reviewed and scored against set marking criteria.</p>	<p>Closes 11.55pm, Tuesday 18th February</p>
<p>Review of applications</p>	<p>Wednesday 19th – Tuesday 25th February</p>
<p>Applicants will be informed of the sift outcome on or by:</p>	<p>Tuesday 25th February</p>
INTERVIEW STAGE	

<p>First interview</p> <p>This will take place on Zoom and last a maximum of 45 minutes.</p> <p>We will send you an outline of the main questions in advance of the interview, and there will also be ad hoc follow-up questions on the day. These will relate to the skills, attributes and experience we've described in the recruitment pack.</p> <p>All responses are scored by the panel against set marking criteria (we don't share that in advance, but are happy to do so afterwards if useful).</p>	<p>Monday 3rd and Tuesday 4th March</p>
<p>Applicants will be informed of the outcome on or by:</p>	<p>Monday 10th March</p>
<p>Call with COO and current post-holder</p> <p>Candidates who are successful after the first interview will be offered an informal call with the COO and existing Director of People, Resources and Operations, to ask any questions they have about the role.</p>	<p>w/c 10th March</p>
<p>Final interview</p> <p>If you are successful at interview one, you'll be invited to take part in a 'dummy' team meeting, with some of our staff team. This will last no more than 45 minutes.</p> <p>The aims of the session are</p> <ul style="list-style-type: none"> (i) to give you a taster of what working at the Lab might be like and a chance to meet some of the team (ii) to help us understand how you work in a group, in particular facilitating the kinds of discussion that will be frequent with this role. <p>You'll also have a chance to ask any further questions.</p>	<p>Thursday 13th March</p>
<p>DECISION</p>	
<p>Applicants will be informed of outcome on or by:</p>	<p>Thursday 20th March</p>

ROLE PROFILE

KEY INFORMATION

Job title:	Director of People and Operations (Maternity Cover)
Reporting to:	Chief Executive Officer
Salary:	£60,576, pro-rated at £39,980 for 21 hours per week.
Contract type:	Fixed Term (13 months, maternity cover)
Hours:	Part time, at 21 hours per week. The hours should be completed across three to five days, and must include Tuesdays. The Lab's core hours are 10am-4pm on any working day, but there is flexibility on this if needed.

Our full-time working week is 32 hours, so this post is 0.66 FTE.

Occasional evening and weekend work may be necessary, for which time off in lieu will be given.

Location: UK-based (hybrid, but fully remote is possible – see 'location' section above).

Start date: 12 May 2025

End date: 18 June 2026

RESPONSIBILITIES

People: Ensure we recruit, retain, support and nourish a strong staff team and maintain a culture that reflects our values of ambition, collaboration and empowerment.

- **Lead implementation of the Lab's people and human resources strategy** (together with the COO), in line with our core values, to maximise the team's contribution to our mission (including team structure and roles, recruitment, onboarding and retention, staff handbook, and professional development).
- **Develop and hold our team culture** (together with the COO), aligned to the Lab's core values, and ensure that the organisation maintains an effective, efficient and human working environment. Help ensure that we live our commitment to diversity, equity, inclusion and justice, in general as well as in areas that fall under your remit.
- **Lead internal communications**, ensuring that the team are informed about and involved in new developments as appropriate, including planning and coordinating team away days through the year.
- **Support effective management of staff:** Line manage the Operations Manager. Support Heads of Programme and others to develop and manage staff and freelancers, ensuring that we treat all our people fairly and responsibly.

Operations: Oversee effective systems and support colleagues who manage those systems.

- **Oversee and support the Operations Manager** to ensure that our core processes run smoothly; we have the infrastructure to support our growth, including office space and IT, and supplies; and that they are able to effectively support the programme team with reports, events and other projects.
- **Oversee the Lab's fundraising process**, including identifying and researching potential new funders, maintaining our overview of our fundraising pipeline, funder timelines, monthly priorities, and record keeping. Support the Lab team to manage funding proposals and coordinate the

development of funding proposal budgets, working closely with programme leads. Ensure funding reporting requirements are met, including supporting programme leads to draft programme reports, and the Finance Manager to prepare financial reports.

- **Coordinate and oversee the Lab's Monitoring, Evaluation, Learning and Planning system** ensuring the team have what they need to complete the various elements, meet deadlines, and get the most out of the process.
- **Ensure high standards of information management** across the organisation, enabling staff to share and access resources, insights and know-how. This includes maintaining high standards of data protection and privacy that embody the Lab's commitment to responsible use of data, and maintaining the Lab's new CRM system.

Executive Team support: You will be a collaborative and engaged member of a strong executive team.

- **Lead and manage organisational development projects** to ensure that the Lab has effective, appropriate operational policies and processes, and that staff understand and implement these policies and processes.
- **Be a collaborative, engaged and supportive colleague** and be willing to take on or change responsibilities to help the organisation operate effectively, including offering general support to the other members of the Exec as needed.

WHO YOU WILL WORK WITH

In this role you will work with the whole of the Lab's [team](#), and to an extent our [board](#). However, some key contacts will be:

The Operations team: consisting of our COO and Operations Manager. Both these team members have been with the Lab 5+ years so can support you as you settle into this role. As part of this, you'll have a weekly, 60-minute ops management meeting together. This is a collaborative meeting where priorities are discussed and decisions are taken. We find it one of the most enjoyable and productive times in our week. Including your role, all three members work part-time (between 14 and 28 hours per week) so this meeting is a useful connection point, alongside using other tools like Slack and email to stay connected and move things forward despite differing schedules.

The Exec team: consisting of the CEO, Director of Programmes and Campaigns, COO and you. Collectively this group is responsible for the running of the organisation. We have a weekly 30-min check-in, and also stay connected via Slack and email, as well as ad hoc meetings to discuss deeper topics as needed.

YOUR PROFILE

Ideally you will have the following key skills and experience, but we know that all candidates will vary and we are looking for the best fit, not the perfect unicorn ☺.

We hope you will be:

- **A caring, collaborative and effective people manager, team player, and organisational culture builder** committed to creating an ambitious, collaborative and empowering culture.
 - You will love supporting others to succeed, helping them to learn and grow, and develop their resilience and self-care, but also to support and care for people when work or life are difficult.
 - You will have experience and a passion for ensuring recruitment, induction, personal development and other processes and culture work to attract, recruit, retain and support high quality, committed staff.
- **A well organised project and function manager with a strong understanding of systems and operations**, supporting the team, board and CEO to keep on top of organisational systems such as monitoring, evaluation, learning and planning (MEL-P) and fundraising, as well as day-to-day coordination of various other processes.
- **Strong commitment to the vision, aims and values of the Lab.**
 - a. A desire to work in a collaborative, empowering and ambitious organisation, and develop the Lab's culture with care, sensitivity energy and good humour, taking pride in enabling others to succeed.
 - b. Demonstrable dedication to [equity, diversity, inclusion and justice](#) and an understanding of intersectionality.