MIGRATEFUL

Recruitment Pack: Migrateful's Chief Operating Officer (COO)

KEY DETAILS

Salary: £62,000 - 67,000 per annum, depending on experience

Hours: Full-time, permanent contract

Location: Hybrid working, with a minimum of three days per week based at Migrateful's Farringdon office and cookery school.

Reports to: CEO

Application Deadline: Midday 26th October 2026

Start date: ASAP

Please note we are unfortunately unable to offer visa sponsorship.

ABOUT US

Migrateful is a social enterprise and registered charity supporting asylum seekers, refugees and migrants (our chefs) on their journey to employment and integration, while building a more welcoming, better-informed public understanding of migration.

Our chefs are referred to us because they face significant barriers to employment and integration in the UK, having fled circumstances including modern-day slavery, gender-based violence, persecution and conflict. Through a training and support programme, we equip them to become cookery class teachers, building confidence, professional skills and pathways into employment. Once trained, our chefs lead cookery classes for public and corporate audiences from our dedicated schools in London and Bristol, as well as pop-up venues.

Migrateful has grown significantly since its founding in 2017. We now have an annual turnover of approximately £1.4 million, a team of 17 staff members, alongside around 50 chefs and a wider network of freelance facilitators and volunteers.

OUR IMPACT

Since 2017, we have delivered over 6,100 cookery classes with 72,200 participants; trained 141 cookery class teachers, translating into 34,000+ hours of work experience for chefs and over 66,000 hours of volunteering for the wider public. 84% of Migrateful chefs seeking employment secure work or training.

Our cookery classes also create meaningful opportunities for direct contact between refugees and migrants and the wider public. Using food as a shared experience, participants and chefs come together in a positive, collaborative environment that helps break down barriers, reduce prejudice and build understanding across differences. 45% of participants report increased knowledge about migrants' situations and 23% report warmer attitudes towards migrants:

"Our chef's personal story was really moving - the food was great but the best bit was giving us an opportunity to get a small glimpse of the realities that refugees face rather than the awful rhetoric often portrayed in the media."

PARTICIPANT, POST-CLASS SURVEY

"The day I started at Migrateful, a big light turned on in my heart. Migrateful is not just a place where people cook; it's a lighthouse for those who have lost their way in the dark. For me, it's home. The experience has completely transformed the way I see myself and my future. Before I was struggling with confidence and direction — I didn't believe in myself or my abilities. But through Migrateful, I found community and a space where I was seen, valued, and encouraged to grow - it helped me rebuild my life with purpose and joy. I now have a meaningful career that combines food, community, and creativity — something I once thought was just a dream."

ADA, MIGRATEFUL CHEF

RECOGNITON

Migrateful has received significant recognition over the years, winning multiple awards, building an Instagram following of 54,000+ and attracting support from high-profile public figures. Our awards and recognition include: the British Diversity Awards, the Social Enterprise UK Awards, NatWest SE100 Index and the Urban Food Awards. Our founder, Jess Thompson, has featured on the Forbes 30 Under 30 list and been named one of The Big Issue's 2026 Changemakers.

Our work has attracted extensive media coverage, including features in the Financial Times, The Guardian, The Economist, BBC News and Vogue. Public figures who have supported Migrateful include Jamie Oliver, Yotam Ottolenghi, Aisling Bea, Meghan Markle and Will Poulter.

ABOUT THE ROLE

The Chief Operating Officer (COO) is responsible for ensuring Migrateful runs effectively, efficiently and sustainably. Working closely with the CEO as second-in-command, the COO will lead the day-to-day running of Migrateful's operations, with oversight of programme delivery, finance, people, culture, systems and governance, enabling the CEO to focus on strategy, fundraising, external partnerships and growth.

With plans to deliver around 1,100 cookery classes in the coming year, this is a broad and influential leadership role at an exciting stage in Migrateful's development. After more than nine years of growth, we have strong foundations and a highly capable and experienced team, with significant opportunities for the new COO to shape and strengthen our operations, systems and ways of working as we enter our next phase of development. Along the way, there will also be plenty of delicious food to enjoy, prepared by our chefs, who represent 48 nationalities!

KEY RESPONSIBILITIES

1- STRATEGIC LEADERSHIP:

Working alongside the CEO and Senior Leadership Team to deliver Migrateful's organisational strategy.

Responsibilities include:

- Translate organisational strategy into annual operational plans and lead implementation across operational teams.
- Develop and monitor organisational KPIs, using operational and financial data to drive improvement and report performance to the CEO and Board.
- Foster collaboration across Operations, Finance, Fundraising, Marketing and Impact to ensure teams are working towards shared organisational goals.

2 - OPERATIONAL LEADERSHIP:

Provide strategic leadership for the delivery and continual improvement of Migrateful's operational programmes. Responsibilities include:

- Lead and develop a high-performing Operations team.
- Oversee the planning, delivery and continuous improvement of all operational programmes, including public, corporate and private cookery classes, chef recruitment, chef training and ongoing chef support.
- Ensure consistently high standards of participant and chef experience, monitoring programme quality, efficiency and consistency across the organisation.

- Ensure safeguarding and wellbeing are embedded throughout programme delivery.

- Support managers to achieve departmental objectives, troubleshoot operational issues and ensure effective coordination across teams. Develop and manage operational budgets, delivery plans and resource allocation.

- Oversee facilities and tenancy management, including venue leases, utilities, insurance, maintenance and landlord relationships.

3 - SYSTEMS, DIGITAL DEVELOPMENT & CONTINUOUS IMPROVEMENT:

Lead the development of systems and processes that enable Migrateful to operate efficiently and scale sustainably.

Responsibilities include:

- Lead the development of digital systems, processes and automation to reduce administration, improve efficiency and enable organisational growth.

- Manage relationships with Salesforce consultants and other system providers, prioritising improvements to organisational systems and workflows.

- Lead continuous improvement and organisational change projects, identifying opportunities to improve efficiency, effectiveness and ways of working across the organisation.

- Act as Migrateful's named Data Manager, overseeing data protection practices and ensuring organisational data is accurate, secure and managed in line with the Data Protection Policy and UK GDPR.

- Oversee key organisational platforms including Salesforce, Monday.com, Google Workspace, Microsoft 365, Slack and Xero.

4 - PEOPLE & ORGANISATIONAL CULTURE:

Lead people management across the organisation, combining day-to-day HR oversight with longer-term workforce planning and culture development.

Responsibilities include:

- Overall responsibility for HR across employees, facilitators, volunteers and chefs.
- Work alongside the CEO on organisational structure and workforce planning.
- Oversee recruitment, onboarding and exit processes.
- Liaise with external HR providers.
- Ensure contracts, right-to-work checks and HR records are accurately maintained by the team.

- Support line managers with disciplinary, grievance and performance management processes.

- Ensure effective, high-quality appraisal, supervision, coaching and staff development processes are in place and completed consistently across the organisation.

- Develop a positive, inclusive and high-performing organisational culture, promoting staff wellbeing, engagement and retention, and ensuring diversity, equity and inclusion are embedded across recruitment, people management and organisational practices.

- Review and update HR policies and procedures, and develop salary proposals alongside the CEO where appropriate.

- Act as Migrateful's Designated Safeguarding Lead, overseeing safeguarding policies and training, and ensuring concerns are reported, recorded and responded to appropriately.

5 - GOVERNANCE, RISK & COMPLIANCE:

Ensure Migrateful maintains high standards of governance, compliance and organisational risk management.

Responsibilities include:

- Maintain and monitor the organisational risk register.
- Report significant organisational risks to the CEO and Board.
- Oversee safeguarding, health and safety, incident reporting and risk assessments.
- Ensure compliance with charity, employment, financial, safeguarding and health and safety legislation.
- Ensure organisational policies and procedures are reviewed and updated in line with the Board's policy review calendar.
- Support the CEO with trustee board meetings and governance tasks.

6 - FINANCE & FINANCIAL SUSTAINABILITY:

Provide strategic oversight of Migrateful's finance function and, working closely with the CEO and Finance Manager, ensure the organisation is financially sustainable.

Responsibilities include:

- Overall strategic responsibility for the effective management of the finance function.
- Line manage and support the Finance Manager, ensuring clear priorities, accountability and effective delivery of the finance function.
- Work with the CEO and Finance Manager on organisational budgeting, forecasting and financial planning.
- Ensure managers understand and effectively manage departmental budgets
- Identify opportunities to increase organisational capacity without proportionately increasing staffing costs.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Significant senior leadership and management experience, ideally within a charity, social enterprise or purpose-led organisation.
- Strong experience of leading operational teams and translating organisational strategy into effective delivery.
- Experience of managing and developing managers, building high-performing teams and leading organisational change.
- Strong financial literacy.
- Experience of overseeing people management and HR processes.
- Experience of managing organisational risk and ensuring compliance.
- Experience of improving systems, processes and ways of working to increase efficiency and organisational capacity.
- Excellent organisational, analytical and problem-solving skills, with the ability to balance strategic thinking with practical delivery.
- A collaborative and supportive leadership style, combined with the confidence to make decisions, establish accountability and address difficult issues.
- Strong alignment with Migrateful's mission and values and a commitment to creating an inclusive organisational culture.

DESIRABLE CRITERIA

- Experience within the charity or social enterprise sector.
- Experience within a trading organisation or another operationally complex environment.
- Experience of managing operations across multiple sites or locations.
- A good understanding of UK employment legislation and HR best practice.
- Experience of digital systems development, CRM systems such as Salesforce, or automation.
- Experience of working with a Board of Trustees.
- A strong understanding of the experiences and challenges faced by refugee, asylum-seeking and migrant communities, gained through professional and/or lived experience.

WHAT WE OFFER

- Salary of £62,000–£67,000, depending on experience, for a senior leadership role reporting directly to our Founder & CEO.
- 36–37 days' paid leave per year, comprising 25 days' annual leave, 8 bank holidays and typically 3–4 additional paid days during Migrateful's Christmas and New Year closure.
- Hybrid working, with three days per week at our Farringdon office and cookery school and the remaining days working from home.
- A friendly and sociable team who enjoy working together, with an annual budget for team socials.
- Enhanced maternity pay, with 15 weeks at full pay after one year's service.
- £500 annual professional development and coaching budget to support your growth as a senior leader.
- Free places on Migrateful cookery classes for you and a guest.
- A mission you can see every day. You'll work alongside chefs from 48 nationalities, and there's always something delicious coming out of the kitchen.
- Workplace pension with a 3% employer contribution.
- Flexible working hours, with core hours of 10 am–4 pm.

INTERESTED IN THE ROLE?

We know that great candidates may not meet every criterion listed above. If you're excited about the role and think you could make a strong contribution to Migrateful, we'd still love to hear from you.

HOW TO APPLY

Please submit the following via the **CharityJob** portal:

- Your CV, outlining your relevant experience.
- A cover letter explaining how your experience and skills equip you to succeed as Migrateful's COO.

In addition, send a short video (maximum two minutes) via WhatsApp +44 7341 961290, introducing yourself and telling us why you would like to join Migrateful and what particularly excites you about the COO role. Please, include your full name in the message accompanying your video.

Application deadline: Midday Monday 26 October 2026
First-stage online interviews: Thursday 29 October 2026
Second-stage in-person interviews: Tuesday 3 November 2026, at our Farringdon office