



WOOD GREEN, N22

JULY 2026

RECRUITMENT PACK

DIRECTOR OF OPERATIONS



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- Job Title: Director of Operations
- Organisation: Ubele Initiative C.I.C.
- Reports to: Chief Executive Officer
- Direct Reports: Head of Finance, Head of People & Culture
- Salary: £70k - £80k
- Location: Hybrid, with a minimum of 3 days per week on site
- Hours: Full time, 37.5 hours per week
- Contract: 12 month fixed term contract
- Closing Date: 17 August 2026, 17.00

ABOUT UBELE INITIATIVE C.I.C.

Ubele Initiative C.I.C. ("Ubele") is a leading African Diaspora led social enterprise working across the UK to strengthen communities, build organisational capacity, influence policy, and deliver sustainable social, economic, and environmental change. With a turnover of approximately £3 - 4 million, Ubele delivers large-scale national programmes, community development initiatives, consultancy, training, capacity-building, and enterprise support.

Ubele is now entering a new phase of organisational development. A strategy has been established and a programme of change is underway to strengthen systems, improve ways of working, and support long-term sustainability.

At the same time, the organisation is moving through a planned leadership transition, with the current CEO and Founder stepping into an Executive Chair role. While a permanent CEO appointment will follow through a full recruitment process, there is an immediate need for experienced leadership to maintain momentum and ensure continuity.

Ubele is therefore appointing a Director of Operations to provide focused leadership during this period—supporting the organisation to embed change, strengthen operational effectiveness, and move into a more stable and consistent operating position.



ABOUT THE ROLE

The Director of Operations & Organisational Effectiveness is responsible for leading Ubele's operational infrastructure and ensuring the organisation has the systems, processes, people, governance and resources required to operate effectively and sustainably.

As a member of the management board, the postholder will work closely with the current CEO and colleagues across the organisation to strengthen organisational effectiveness, improve operational performance and create the conditions for successful programme delivery and long-term organisational resilience.

The role will provide leadership across operations, governance, finance oversight, people management, compliance, organisational planning and business improvement, ensuring that Ubele's operational foundations support its mission, values and ambitions.

KEY RESPONSIBILITIES

Operational leadership and organisational effectiveness

- Lead the development and continuous improvement of organisational systems, processes and operational practices.
- Drive organisational effectiveness through improved planning, coordination, accountability and performance management.
- Ensure effective operational planning and resource allocation across the organisation.
- Establish and embed clear operational frameworks, policies and procedures.

- Identify opportunities to improve efficiency, strengthen delivery and enhance organisational performance.
- Lead organisational improvement initiatives and support the implementation of change programmes where required.
- Promote a culture of continuous improvement, collaboration and accountability.

People, culture and performance

- Provide leadership for organisational people practices, ensuring effective workforce planning, employee engagement and performance management.
- Support managers to develop high-performing and inclusive teams.
- Ensure HR policies, procedures and employment practices are effectively implemented.
- Lead organisational approaches to performance management, learning and professional development.
- Contribute to the development of a positive organisational culture that reflects Ubele's values and commitment to equity and inclusion.
- Support organisational wellbeing and employee engagement initiatives.

Finance, risk and governance

- Work closely with the Finance Lead and CEO to ensure robust financial management, planning and reporting arrangements are in place.
- Support the development and monitoring of organisational budgets and financial controls.
- Ensure effective governance processes are maintained and support high-quality reporting to the Board.
- Lead the development and maintenance of organisational risk management frameworks.
- Oversee organisational compliance with legal, regulatory and statutory requirements.
- Ensure organisational policies are regularly reviewed, updated and implemented.
- Coordinate internal and external audits and compliance reviews.

Programme operations and organisational delivery

- Support effective organisational planning and delivery across programmes, projects and services.
- Develop systems and processes that enable effective programme management, monitoring and reporting.
- Ensure organisational resources are aligned to operational priorities and delivery requirements.

- Oversee organisational performance reporting and management information systems.
- Support cross-organisational collaboration and effective communication between teams.
- Ensure grant, contract and reporting obligations are effectively monitored and fulfilled.

Assets, infrastructure and compliance

- Provide operational oversight of Ubele's facilities, assets and organisational infrastructure, including supporting Wolves Lane leadership and other operational resources.
- Ensure effective management of suppliers, contractors and operational service providers.
- Oversee health and safety, safeguarding, data protection and organisational compliance arrangements.
- Ensure business continuity and organisational resilience plans are maintained and regularly reviewed.
- Maintain appropriate systems and controls to support safe, compliant and effective operations.

External relationships and organisational representation

- Develop effective relationships with operational partners, suppliers, funders and stakeholders as required.
- Contribute operational insight and expertise to partnership discussions and organisational initiatives.
- Represent Ubele on operational, governance and organisational matters where appropriate.
- Support the CEO and management board through the provision of high-quality operational information, analysis and recommendations.

Person Specification

Skills

- Operational leadership skills, with the ability to drive organisational effectiveness and continuous improvement.
- Planning, prioritisation and organisational skills.
- People management and leadership skills, including the ability to develop and support teams.
- Ability to analyse information and use data to support decision-making and performance improvement.
- Financial and commercial awareness.
- Communication, influencing and relationship management skills.
- Ability to build productive working relationships with colleagues, Board members, partners, funders and external stakeholders.
- Problem-solving skills and the ability to identify practical solutions to organisational challenges.

- Ability to manage multiple priorities and work within a dynamic and evolving environment.
- Report writing, presentation and analytical skills.

Experience

- Experience in a senior operational leadership role within a charity, social enterprise, CIC, public sector or similarly complex organisation.
- Experience leading organisational operations, systems, processes and business improvement initiatives.
- Experience managing organisational change and embedding new ways of working.
- Experience leading and developing multidisciplinary teams.
- Experience overseeing organisational budgets, financial controls and resource planning.
- Experience supporting governance arrangements and working with Boards and Senior Leadership Teams.
- Experience developing and implementing organisational policies, procedures and operational frameworks.
- Experience overseeing risk management, compliance and organisational assurance processes.
- Experience managing contracts, suppliers and operational resources.
- Experience supporting the delivery of programmes, projects and services within a complex organisational environment.

Knowledge

- Knowledge of governance, compliance and risk management frameworks.
- Knowledge of financial management principles, budgeting and performance reporting.
- Knowledge of employment legislation and people management practices.
- Knowledge of safeguarding, health and safety, data protection and organisational compliance requirements.
- Knowledge of organisational development and continuous improvement approaches.
- Understanding of the operational challenges and opportunities facing charities, CICs and social enterprises.
- Understanding of equity, inclusion and community-centred approaches to organisational leadership.
- Understanding of the social, economic and structural issues affecting African Diaspora communities and community-led organisations.
- Knowledge of grant-funded and contract-funded operating environments.

This role involves responsibility for socially impactful and occasionally emotionally demanding work. A commitment to wellbeing, reflective leadership, and resilience is essential.

A DBS check may be required depending on Ubele's programmes.

This job description may evolve as Ubele continues its organisational development.

HOW TO APPLY

Please submit your CV and a supporting statement to recruitment@ubele.org. Applications close 17 August 2026, 17.00. Applicants must be legally eligible to work in the UK.

Once we receive your application you will be sent a link to our diversity form which assists us in measuring the diversity within our recruitment processes. This form is voluntary, anonymous and confidential, only accessible by our HR team. The answers you give are in no way linked to your application and cannot be traced to your name.

We can offer:

The Ubele Initiative fosters a caring intergenerational creative and flexible work environment that promotes collaboration, team wellbeing, respect, and professional development.

Ubele encourages professional development as a part of our culture and values. Ubele provides opportunities for training in mental health and first aid, collaboration, and mentorship. Ubele hosts away days, annual retreat, local and international courses, learning sessions and social events.

Support

- Access to Bright Wellbeing 24hr advice line and counselling service.
- Access to Health Assured App
- Access to Bright Safe Health & Safety management software and a variety of training courses.

The Ubele Initiative CIC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We particularly encourage applications from communities that have historically been excluded from philanthropy and from underrepresented groups including candidates who are LGBTQ+, from Black and racially-minoritised communities, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions, and from less advantaged socioeconomic backgrounds. Please notify us if you require any reasonable adjustments to be made to the recruitment process by sending an email to recruitment@ubele.org with your request.

The job description is a broad picture of the post at the time of preparation. It should not be seen as an exhaustive list of all possible duties and will be subject to review from time to time. The post holder may be required to undertake such other duties as may be required.

This vacancy may be closed early if sufficient applications have been submitted. It is our policy to review all applications within two weeks of the stated closing date. All candidates will be informed of the outcome of their application.

Thank you for your time and consideration and we look forward to receiving your application.



@ubeleinitiative
<https://ubele.org/>