



Job Title – Senior Delivery / Programme Operations Manager

Reports to – Director

Contract Type – Permanent

Working Hours – Either full-time (37.5 hours per week) or part-time (minimum 22.5 hours per week / 0.6 of a full-time equivalent). If part-time, hours can be worked across 3 to 5 days depending on preference.

Location – London - Clapham / Hybrid working (minimum 33.3% - 40% of working time in the office depending on hours worked)

Salary – £46,000 - £49,000 FTE per year (or pro-rata equivalent if part-time), dependent on skills and experience

About Us

For over 30 years, The Money Charity has been the UK's Financial Capability charity. We proactively provide education, information, advice and guidance to people of all ages, helping them to manage their money well and increase their Financial Wellbeing.

We believe that being on top of your money as a part of everyday life reduces stress and hardship, helps you achieve your goals and live a happier life as a result, so we empower people from all backgrounds across the UK to build the skills, knowledge, attitudes and behaviours to make the most of their money throughout their lives.

We also work to promote Financial Wellbeing in the UK by working with the financial services industry to improve practices and outcomes for their consumers, and influencing policy-makers, media, industry and public attitudes.

We are a small, passionate team with a big reach and an open mind, committed to quality accessibility and inclusiveness. We offer a flexible work environment that values creativity, personal growth and collaboration. For more information about us, please visit our website: <https://themoneycharity.org.uk/>

About The Role

We're looking for a **Senior Delivery / Programme Operations Manager** who thrives on delivering efficient and pragmatic processes, procedures and systems to support the impactful delivery of our growing suite of Financial Education and Wellbeing Workshops and

Programmes. You will help us get stuff done! And deliver important functions and projects yourself.

As we grow the charity, it is ever more crucial that we break down silos and duplication between our two main delivery teams (Children & Young People and Adults). You will lead on reviewing and consolidating the two processes into one for the support functions of the programme delivery teams, initially progressing priority tasks identified for 2026 as part of our recent strategy refresh, and building a pipeline of future continuous improvement projects for 2027 and beyond.

This will be a vital new role bringing order and cohesion to the vital delivery support functions. You will own and champion key programme delivery-related functions in the charity, ensuring that they are fit for purpose and are understood and used throughout the charity. Reporting to one of the Directors, you will play a key role in bridging and where appropriate joining the two teams, whilst respecting and promoting their technical specialisms and differences.

Key Responsibilities

Identify, review and consolidate the key shared support functions for the delivery teams so they remain 'fit for purpose' as the charity grows. This will include:

- Manage the successful rollout and ongoing ownership of the new Beacon CRM system, ensuring that the processes and functions are fit for purpose for all parts of the charity. Own the overall workflows and processes. Communicate, train and engage with the wider charity to ensure that all parts of the charity can input into design and ongoing development and are successfully using the new system. Provide appropriate oversight and quality assurance, and process improvement.
- Oversee the impact/evaluation function in the charity. Review and refine our impact strategy. Tender for a new evaluation partner. Review and agree the Theory of Change for the charity and for other parts or projects of the charity as appropriate. Agree and oversee the processes, forms and techniques used to develop our business as usual evaluation. Liaise with and oversee the relationship with the current and any future evaluation partner and the production of quarterly and annual reports. In collaboration with the Marketing & Communications Officer and the Senior Fundraising / Corporate Partnerships Manager agree appropriate ways of communicating and support the production of these.
- Be the Designated Safeguarding Lead for the charity. Be responsible for the Safeguarding policy, procedures, training and reporting.
- Review the process for the creation, and production and stock monitoring of printed and digital resources and handouts.
- Review the two delivery models and processes as a whole and make recommendations for other areas that would benefit from being consolidated or done differently, whilst respecting the need for technical specialism and some need for differences in approach to reflect this and the different audiences. This review could include but is not limited to the quality assurance and consultant management process, content & brand mapping/ownership, the consultant invoice process.

Person Specification

Essential

- Proven experience of managing similar processes, procedures and projects in a charity context. For example previous experience delivering a number of these: CRM, impact, Safeguarding, and/or other operational / delivery support functions.
- Experience of collaborating across multiple parts of an organisation.
- Experience of process and system review and implementation.
- Excellent organisational skills, with the ability to manage multiple projects and deadlines.
- A proactive, self-motivated approach with the creativity to develop new ideas and solutions.
- Commitment to The Money Charity's purpose, values, and positive, non-judgemental approach.

Desirable

- Experience working in a charity or small team environment.
- Experience delivering workshops/training/education.
- Experience of change management and/or RACI models.
- Knowledge of Safeguarding law, principles and processes.
- Expertise in multiple different CRM systems.
- Knowledge of financial wellbeing, financial education, consumer money issues, or education.
- Understanding of financial services, fintech, or CSR/ESG sectors.

Benefits

- 36 days holiday (including bank holidays and 3 further days between Christmas and New Year). Pro-rata if part-time.
- Additional flexible annual leave purchase options available.
- Progressive culture with comprehensive flexible working policy, where flexible working hours and 'work from anywhere' fully supported and encouraged.
- Living wage employer.
- Living pension employer with generous 10% employer pension contribution after probationary period.
- Access to Health Cash Plan (including access to counsellors and GPs) available after probationary period.
- Enhanced maternity, paternity and adoption pay.
- Small discretionary annual bonus.
- The opportunity to play a significant role in a growing, ambitious charity.
- A supportive, flexible, and collaborative working culture.
- Professional development and training opportunities.

Closing Date – 11:30pm, Monday 25 May 2026

Interviews – 1st round early June (virtually)

Application Details

To apply for the role, please submit a CV and covering letter (maximum 2 A4 sides) explaining how you are suitable for this role. This should include how you meet the essential & desirable requirements and why you want the role. Applications should be submitted by email to: jobs@themoneycharity.org.uk.

We are currently recruiting for two Senior Manager roles, and further information on the other role can be found on our website's jobs page. Please state clearly in your email's subject line which role you are applying for.

Due to the high number of expected applicants, we will not be able to contact those we do not shortlist.

Please note, we will not consider applications without a covering letter and we will not be taking applications via agencies for this role.