

OUR SECOND HOME

Head of Operations (Maternity Cover)

REPORTS TO:	CEO
MANAGES:	Administrator
CONTRACT:	2 days per week, plus occasional residential, evening and weekend work Fixed term, ~60 weeks
SALARY:	£43,000 per annum (pro rated to £17,200)
LOCATION:	Hybrid between the OSH office in Brixton, South London, and home
RELEVANT DATES:	Starting early December 2026, with a finish in late January 2028

Our Second Home is a youth movement that empowers people with refugee backgrounds to build community, become leaders, and flourish into adulthood in the place they call home. Our Deputy Director will be on maternity leave from January 2027. This fixed-term role covers three of her core areas of responsibility for the duration: line management and supervision of the Administrator, Monitoring, Evaluation and Learning, and organisational finance and budgeting. It sits alongside expanded responsibilities held by the Administrator and the Head of Programmes for the same period, and reports to the CEO rather than to a Deputy Director post, which remains vacant during the leave.

RESPONSIBILITIES

Line Management & Supervision

- Line-manage the Administrator: regular 1:1s, workload sense-checks and day-to-day supervision of their logistics, operations and Youth Advisory Board responsibilities, including residential trips and management and storage of resources.
- Act as the Administrator's first point of escalation. The CEO is available as back-up on days this role isn't working, and retains formal sign-off on appraisal and any HR-sensitive matters.
- Provide light oversight of Youth Advisory Board delivery through regular check-ins with the Administrator, who leads day-to-day engagement.

Finance, Operations & Budgeting

- Oversee the operations for OSH events, in particular logistics surrounding residential trips.
- Lead financial planning and monitoring, working with the CEO and Bookkeeper.
- Oversee the management of OSH's data and information on Google Drive and Beacon.
- Maintain and develop financial reporting systems.
- In the second and third quarters of the role, design and roll out a process for programme managers to have greater oversight of their own project budgets. This is a secondary priority and can be scaled back if time is tight.

Monitoring, Evaluation & Learning

- Lead OSH's MEL approach across all programmes and activities for the duration of the cover period.
- Maintain existing data collection and reporting rhythms, ensuring funder and Board reporting continues without gaps.
- Where time allows, strengthen MEL processes and tools ready for the Deputy Director's return.

Other

- Hands on involvement in OSH activities where possible and agreed with notice, including residentials and youth hubs.
- Any other tasks as agreed with the CEO, in keeping with the scope of the role.

About You

Essential

- Experience in a senior operations, finance or MEL-related role within a charity or similarly small, growing organisation.
- Comfortable and confident working with spreadsheets, budgets and financial processes.
- Experience of monitoring, evaluation and learning — designing, embedding or reporting against an evaluation framework.
- Experience line-managing or closely supervising a more junior colleague, ideally in an operations or administrative role.
- Experience working with CRMs, ideally Beacon.
- Able to work independently and get up to speed quickly, given the fixed-term nature of the role.

Desirable

- Experience designing lightweight financial or operational processes for a small team.
- Experience in the youth, refugee or wider charity sector.
- Experience organising events or complex multi-stakeholder activities (desirable).
- Familiarity with Google Workspace and small-charity finance systems.

To apply

We believe that diversity simply makes for a stronger team. We aim to create a workplace that is welcoming for all, inclusive of ethnicity, disability, age, religious belief, marital status, pregnancy, sexuality or gender.

We warmly welcome applications from people with lived experience of the asylum system.

Send a CV and covering letter to Amos Schonfield, Chief Executive, at amos@oursecondhome.org.uk. We are happy to accept your application in another format, like video. **Deadline: Monday 26th October 2026, 9am**