



Head of Operations

Role Description

Role title:	Head of Operations
Accountable to:	Chief Executive Officer
Location:	Home-based, with travel as required. (London-based co-working available.)
Job type:	Permanent
Salary:	Up to £61,000 per annum (dependent on experience)

Role Purpose

The postholder will:

- Lead MRF's governance, finance, HR, IT, risk assurance, planning, and compliance functions.
- Ensure MRF has robust and effective operational processes to ensure the smooth and effective functioning of the charity, in line with our Strategy.
- Ensure MRF continues to grow with effective systems, processes, culture, and practices in place, in line with organisational values that contribute to operational excellence.
- Oversee sound financial management, being accountable to the CEO, Board of Trustees and Finance and Growth Sub-committee.

Main Duties and Responsibilities

Finance

- Oversee the preparation of the annual budget and produce quarterly management accounts and forecasts.
- Work with the CEO to develop and deliver a Quarterly Business Review process.
- Deliver day-to-day finance operations, including processing invoices, income, staff payroll, expenses, and company cards in a timely and accurate manner.
- Oversee the annual audit process and filing of our annual report and accounts,
- Ensure compliance with all statutory and regulatory requirements relating to finance, legal, and procurement.
- Be accountable to and provide secretariat for the Finance and Growth Sub-committee, working closely with MRF's Treasurer.

Governance, Risk and Compliance

- Work with the Chief Executive to build and maintain high quality and effective governance arrangements, in line with regulatory requirements.
- Ensure that all statutory and regulatory requirements are complied with, including all reporting obligations in relation to the Charity Commission and HMRC.
- Oversee organisational risk management, including compiling and maintaining our organisational risk register.
- Support CEO to prepare reports and proposals for Board and Committee meetings.

- Manage Trustee Board and Sub-committees meeting calendar, producing well-structured agendas, and facilitating effective decision-making processes with clear records of meetings and actions.
- Oversee our compliance function, including in respect to employment law, health and safety, and data protection.
- Ensure appropriate insurance arrangements are in place.

Strategy and delivery

- Design and deliver effective strategic development and review mechanisms, underpinning the development of our next organisational strategy (Strategy to 2030).
- Ensure the charity has appropriate strategic and delivery monitoring, review, and evaluation processes in place.
- Play a lead role on the strategic delivery of organisationally significant projects, including working with Leadership Team colleagues on the development and testing of new propositions and service offers.
- Work with Leadership Team colleagues to develop and produce compelling and strategically sound business plans, contributing towards MRF's long-term sustainability.

IT and data protection

- Ensure robust IT and cyber security policies and procedures in place, overseeing their implementation across the organisation.
- Ensure IT systems function effectively and continue to meet the business needs of a growing organisation, overseeing our relationship with external IT support.
- Deliver and maintain progress on our IT migration strategy.
- Working closely with our external data protection consultants, ensuring compliance with all relevant data protection and GDPR obligations.
- Ensure that staff receive regular training on data protection, cybersecurity and organisational processes and controls as appropriate.

People and culture

- Lead regular review and development of HR policies and procedures in line with legal requirements, best practice, and MRF values.
- Oversee implementation of formal HR procedures and act as the key point of contact with external HR advisors.
- Work with the Leadership Team to develop and implement a performance and development programme for staff.
- Monitor absence / sickness and holiday entitlement and ensure employee records are organised and up to date.
- Working with the CEO and Leadership Team, identify and implement strategies to support, motivate, and ensure high-impact delivery from our teams.
- Working with the CEO and Head of Communications and Lived Engagement, build and maintain working relationships between the Leadership Team and Trustees, including effective and regular communication.
- Play a lead role in the development of a volunteer strategy.

Operations Leadership (policies, equipment etc)

- Work with the Leadership Team to ensure all colleagues have the operational support needed to do their jobs effectively and smoothly.
- Manage contracts and relationships with key outsourced services, ensuring quality and performance against agreed service levels.
- Continually review business processes and operating practices to improve efficiency and ways of working across the organisation.
- Oversee digital transformation projects, maximising the use of digital technology to improve efficiency and enhance our impact.
- Oversee the organisation's communications function, ensuring that communications activity is strategically aligned and effectively supports organisational priorities.
- Develop organisational policies and ensure they are up to date and reviewed as appropriate and monitor compliance with those policies.

Leadership, Strategy, and values

As a member of the Senior Leadership Team:

- **Contribute to organisational delivery and growth and ensure impact priorities are aligned with our Strategy, Vision, Mission, and theory of change.**
- **Support the CEO, Chair and Trustees on issues of strategic significance**, including through proactive identification of issues relating to sustainability, governance and embedding culture and values.
- **Work effectively with staff across the organisation to deliver our objectives through the adoption of a 'one MRF' approach**, for example through supporting compliance needs for education and training delivery or implementing IT systems to support fundraising activities.
- **Live the MRF values:** contribute to a high performing, supportive and inclusive culture that builds, respects, and empowers our people and volunteers.
- **Provide, visible, responsive, and professional leadership:** play a lead role in building a culture of openness and transparency in which our people and external stakeholders feel able to feedback, share views and to be open.
- **Enable MRF employees and volunteers to be more than the sum of our parts**, by creating excellent collaborative working relationships and turning objectives into management plans. Personally exhibit open, inclusive, and effective communication practices in all day-to-day activities.
- **Work in collaboration with MRF 's Leadership Team, Trustees, and volunteers to translate strategic goals into operational plans**, and to ensure our external communications are fully aligned with our, Vision, Mission, Strategy, and theory of change.
- **Celebrate diversity and lived experience:** we are committed to equality, diversity, and inclusion in everything we do, and champion the voice and perspectives of those with lived experience. We know we're a better and stronger organisation because of it.

Person specification

This is a specification of the experience, skills etc. that are required to effectively perform the duties and responsibilities of the post and forms the basis for selection.

Requirements	Essential	Desirable
Knowledge, Skills, and Experience		
Significant experience in a senior operations or leadership role	X	

Excellent knowledge, and understanding of, best practice in several key operational areas, with ability to pick up new skills quickly and independently	X	
Proven ability to strategically identify and implement improvements to organisational systems, processes, and ways of working	X	
Track record of leading and embedding organisational change, with the ability to inspire, influence, and bring others with you on the journey	X	
Exceptional organisational and time management skills, with ability to prioritise competing demands in a dynamic and evolving environment	X	
Proven strategic leadership in embedding a culture of operational excellence	X	
Excellent strategic problem-solving and decision-making skills, with ability to assess complex situations, balance competing priorities, and exercise sound judgement in a dynamic environment	X	
Demonstrable leadership in fostering a collaborative and cohesive working culture across core organisational functions.	X	
Strong strategic leadership and people management skills, with track record of building and sustaining high-performing, values-led teams and create the conditions for others to lead, thrive, and collaborate effectively	X	
Proven ability to oversee financial management at an organisational level, including planning, monitoring, reporting, and ensuring compliance.	X	
Skilled in reviewing budgets and analysing expenditure, with ability to identify risks and opportunities to inform strategic decision-making and sustainability	X	
Ability to deliver day-to-day finance operations, including processing invoices, fundraising income, bookkeeping, bank reconciliation and managing staff payroll in a timely and accurate manner.	X	
Ability to build and sustain relationships with a diverse range of internal and external stakeholders	X	
Ability to develop, implement, and oversee organisational policies and procedures, ensuring compliance with legal, regulatory, and internal standards	X	
Able and confident to thrive in a small, fast-growing start-up organisation, building teams and processes from scratch	X	
Understand the importance of continuous improvement and building a culture of honest reflection of performance	X	
Ability to lead and motivate teams to secure high-impact, outcome-focused results, with strong experience of leading people, projects, and consultants	X	
Experience of leading one or more business operation functions, including Finance, Strategy, HR, and Operations	X	
Act with integrity and openness, and always model leadership and organisation values	X	
Familiarity with online bookkeeping software (ideally Xero)		X
High level of competency using Microsoft Office.		X
Experience of working in the voluntary/ charity sector		X
Other requirements and skills		
Ability and willingness to travel in the UK, including regular in-person team meetings and away days. N.B., we hold 4 Trustee meetings a year at weekends	X	
Ability to work effectively in and as part of remote teams	X	
Experience of working closely and effectively with Trustee Boards		X
Comfortable with and driven by the challenges of working in a small and agile organisation	X	

Initials: AB	Date of preparation: April 2026
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