

Operations Manager

Job Title	Operations Manager
Salary	£38,000 annual pro rata (£22,800)
Working Hours	0.6 FTE – 21 hours per week – 3 days
Contract	Fixed term for year with possibility of extension (with 4-month probationary period)
Start date	September or October 2026
Office & Role location	MDP has an office in central London. Location to be shared with approved candidates. We expect the successful candidate to be based in London. At least two days of the week should be spent in the office.
Reports to	Executive Director
Terms and benefits	• 25 days of paid annual leave pro rata, plus bank holidays. In addition, the MDP office closes for two paid weeks over Christmas and New Year. • 4% pension (3% employer and 5% employee contributions) • Access to training and mentoring opportunities to develop in the role, if needed. • Flexibility in working hours and TOIL. • Central London office space.

ABOUT MIGRANT DEMOCRACY PROJECT

Migrant Democracy Project (MDP) is building migrant power in the UK. We build political power by getting migrants registered to vote, we organise for votes for all residents, and we support the leadership development of migrant leaders. We want to build a society where migrants' interests and needs are heard, included and represented in all levels of UK politics.

VISION FOR THE ROLE

Our movement organisation needs to be underpinned by a smooth running, accountable and efficient systems and processes so we can have maximum impact – and have fun doing it. That’s where you come in.

We are looking for a part-time Operations Manager to support our Executive Director and wider team by taking an operational lead, keeping a birds eye view over all of our activities and our infrastructure – and ensuring the principles and processes we’ve collectively agreed to are working optimally.

You will provide essential operational, administrative, financial and IT support. Lead in the day to day operations of the organisation, including office tasks, diary management and systemic thinking for our internal communications.

CONTRACT

This is a fixed term contract for 12 months (with the possibility of extension depending on future grants), £38,000 pro rata (equivalent to £22,800 per year), with a September or October 2026 start.

When work is carried out by any Migrant Democracy Project employee outside normal working hours, time off in lieu is applied.

LOCATION AND WORKING HOURS

MDP’s office is in Vauxhall, London. Staff have daily access to the office and the team works from the office together at least once a week.

This is a part-time role at 0.6 FTE. Working days are flexible, equivalent to 3 days per week between Monday to Friday. The role holder can also have different working days on different weeks as long as that is communicated well in advance and noted in the team calendar.

The role is based in the UK and open to individuals with an existing right to work in the UK.

RESPONSIBILITIES

We are looking for a strategic Operations Manager who can skillfully identify the organisational and team needs and can propose and implement solutions, ranging from project management tools, HR systems and policies, and other internal tools. The ideal candidate will be scanning the horizon, ensuring the organisation has the appropriate policies and resources in place.

Office & Team Support

- Manage the MDP office: liaise with the office company and support MDP's move to a new office when MDP's current office contract terminates.
- Keep the MDP office stocked with necessary resources and stationary, including business cards, company laptops, and MDP branded materials such as leaflets. Keep a log of all office resources.
- Ensure the working environment (in office or at home) maintains access to quality equipment and maintains health and safety regulations.
- Support the Executive Director with calendar management and booking meetings with partners.
- Organise regular all-staff meetings, management team meetings and quarterly reviews.
- Create a calendar of relevant MDP events for all staff and support the team's long-term project planning.
- Lead on booking venues, travel, catering, accommodation and other needs for MDP staff and for relevant projects organised by the team.
- Manage shared inboxes to ensure enquiries are directed accordingly.

Project management

- Create the operational foundations and capacity needed to support sustainable growth, reduce unnecessary pressure, and free the team to focus on organising, leadership and impact.
- Have a clear understanding of how the team works and the resources, templates, and systems they need to work better. Not more bureaucracy but agile systems that improve communication and collaboration.
- Implementing, managing and supporting MDP's project management platform in response to the team needs and working style.

- Implement creative and effective ways for the team to measure their impact – both qualitatively and quantitatively. Support the team to understand what is working and not working in their projects.
- Ensure team members are supported to use standardised documents for their work e.g. create templates for all to use for new project briefs, RSVP forms, risk registers, etc.

Operations & Compliance

- Ensure Migrant Democracy Project is in compliance with relevant policies, including data privacy, safeguarding, risk register, and others and support the team in implementing them. Ensure their implementation e.g. recording data is up to policy standard.
 - This may include you to proactively propose new policies on emerging needs, responding to Government legislation, and create systems for the Board to be supported to review standard policies. To be clear, we do not expect you to be an HR professional but we expect you to identify the need for policy updates and identify solutions to emerging challenges such as by contracting external consultants.
- Keep track of staff compliance needs, including renewing training such as on Safeguarding.
- Be the point of contact for the community and team to do with policies such as on reporting a safeguarding matter.

Security of the team and community

- Stay up to date with best practice on digital and physical security measures for the team to adhere to and support in their implementation e.g. 2FA, risk assessments for events, keeping team data private, etc.
- Ensure the wider community that interacts with MDP is safeguarded through accurate policy adherence such as on GDPR and their relevant record-keeping.

People Management and recruitment

- Maintain records of staff annual leave, sickness, expenses, and certifications.

- Support the Executive Director with recruitment processes, such as job vacancy promotion, sifting application forms and booking interviews.
- Establish and maintain the processes that allow our team to grow and flourish, including professional development, performance management, probation periods and reviews.

Online systems

- Manage MDP's Google Workspace, ensuring information is up to date.
- Manage internal comms including email, google drive and calendars and Slack.
- Manage staff access to shared workspaces and folders.
- Manage staff accounts, such as creating new emails and managing permissions.
- Support the Executive Director with new staff onboarding and manage their Google Suite access.

Finance Support

- Pay small invoices under £500 and process staff expense forms on a monthly basis.
- Manage MDP's invoice folders and create invoices from MDP's templates when required.
- Submit relevant invoices and receipts to Xero's inbox.
- Support community members to submit their expenses adhering to MDP's expenses policies.
- Manage MDP's Soldo account and top-up expense cards for staff as appropriate.

General team support:

MDP is a small team doing a lot! We deliver regular community events, activities, and programmes. These activities can take place in the evening and weekends. As a team, we support each other in the delivery of these activities for security, wellbeing, and capacity. For example, the Elections Manager may be delivering a weekend residential where another member of the MDP team may be present to offer general

support. You will be expected to be part of some of these activities to add general capacity to the team. When any member of the team takes part in these activities outside normal working hours, TOIL will be applied.

QUALIFICATIONS

We are looking for an organised and efficient Operations Manager with the following essential skills:

- At least three years of experience in an administrative, operations, or office management role, ideally within a small NGO or human rights organisation.
- Ability to manage multiple tasks and prioritise effectively to meet deadlines.
- Excellent organisation skills, with extensive experience in project and program management, a proven ability to plan, organise, and lead the implementation of plans and processes.
- Excellent digital skills including on platforms such as Excel, Airtable, Google Workspace, or general software.
- Good knowledge of policies relevant to the operations of an organisation.
- Experience using Xero, Soldo or similar software for processing invoices and expenses.
- Experience maintaining accurate records and systems, with excellent attention to detail.
- Experience supporting recruitment, onboarding or volunteer coordination.
- Understanding of data protection principles (e.g. GDPR), general policy compliance, and experience handling confidential information.
- Experience in diary management.
- Excellent knowledge using Google Suite.
- Comfortable in a start-up environment and experience working in a small team, where flexibility is required to meet emerging tasks and deadlines.
- Excellent attention to detail and communication skills.

ESSENTIAL BEHAVIOURS

- Show a passion for and commitment to our values and building migrant power.

- Be able to work inclusively and build engagement and trust with people of all backgrounds.
- Be able to work independently and in a remote environment, whilst valuing opportunities to work as part of a close team.
- Be a good team player, able to liaise effectively with different team members and draw on people's expertise and specialisms to make decisions and ensure progress.
- Treat Migrant Democracy Project's staff and partners with dignity, respect and care – building strong and impactful relationships where possible.

DESIRABLE CRITERIA

- Lived experience of immigration.
- Experience contributing to reporting, data analysis, or producing statistics.
- Experience delivering events such as training days and coordinating agendas, attendees and managing technology for hybrid events.
- Experience working in Action Network.

HOW TO APPLY

Please send your CV info@migrantdemos.org.uk with the Subject Line "FIRST NAME LAST NAME OPERATIONS MANAGER APPLICATION" by 31 August 2026. And complete [THIS](#) online form.

Please read our [AI usage guide here](#) before submitting your application.

MDP is dedicated to the kind of diversity and inclusion that makes our organisation thrive. We highly encourage people to apply who identify as migrants and refugees; women, trans or nonbinary; LGBTQIA+; Black or BIPOC; and disabled.

Please let us know if you have any access needs or requirements. We will work with you to help you achieve your best.

DECISION-MAKING TIMELINE

We are looking for the Operations Manager to start latest in October 2026. The applications will be reviewed on a rolling basis and interviews will be scheduled accordingly.

Interview process

- Stage 1: shortlisted candidates will be invited for a 20 minute interview online with the Executive Director.
- Stage 2: if successful after Stage 1, shortlisted candidates will be invited for a 75 Minute in-person interview. This will include a practical exercise and questions about your experience. You will have an opportunity to ask us questions as well.

RELEVANT POLICIES

Please find relevant MDP policies here:

- [Data Protection Policy](#)
- [Diversity, Inclusion, and Equal Opportunities Policy](#)