



## Head of Operations

### Role Description

<b>Role title:</b>	Head of Operations
<b>Accountable to:</b>	Chief Executive Officer
<b>Location:</b>	Home-based, with travel as required. (London-based co-working available.)
<b>Job type:</b>	Permanent

### 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
<b>Knowledge, Skills, and Experience</b>		
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
<b>Other requirements and skills</b>		
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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