



Operations Officer

March 2026

Position	Operations Officer
Salary	£35,646 per annum
Contract	Permanent
Hours	7.5 hours/day over a 9-day fortnight (i.e. every other Friday off)
Reports to	Finance & Operations Director
Supervises	None
Location	Hybrid (working from Central London 2 days/week)

1. About Us

The Access to Justice Foundation is the only funder dedicated to increasing free legal support, advice and representation across the UK. We work with other funders and individuals to increase the money available for free legal advice, and with community organisations to ensure people facing a legal problem get the help they need. We focus specifically on communities where people are less likely to know about or to be able to access legal help.

We're not your standard funder. We don't just distribute funds; we work hard to raise them. We do that in a number of ways:

1. We partner with other major funders across the UK to increase and distribute funding for free legal advice
2. We work with the legal profession to increase its support for free legal advice. We're the designated recipient for pro bono costs orders and undistributed damages from collective actions, and we work with law firms to use residual client balances for the greater good
3. We support individuals who want to fund access to justice - either through donations or fundraising events

The Access to Justice Foundation 7 Bell Yard, London, WC2A 2JR

The Access to Justice Foundation is a company limited by guarantee (No. 6714178) and is a charity registered in England and Wales (No. 1126147) and in Scotland (No. SC048584). Its registered office is The Access to Justice Foundation, 7 Bell Yard London WC2A 2JR

We're not an endowed foundation, so the money we raise each year is the money we have to distribute. We run open funding rounds, so we're always open to partnering with new and different organisations to help provide access to justice where it's needed most. We truly partner with the people we support, so in addition to funding we bring organisations together and share learnings to help make all of us stronger and more resilient. You can find out more about our work at www.atjf.org.uk.

2. Job Description

2a. Role Summary

The Operations Officer leads the foundation's office management and outsourced IT functions, supports cross-team administrative needs, and supports our compliance function. This role works closely with all members of the staff team. It is an operations management, project management, and administrative role.

2b. Work Schedule

This is a full-time role, working 37.5 hours (5 days) per week. Our team works from our offices in the City of London on Mondays and Thursdays and from home on Tuesdays, Wednesdays, and Fridays. We work a nine-day fortnight working schedule, which means that staff work nine days every two weeks, and our offices are closed every other Friday.

Please note: We are open to accepting applications for job shares. If this is of interest to you, please specify your proposal in your cover letter, and we are happy to discuss further with you during an interview.

2c. Duties & Responsibilities

Lead Office Management

- Serve as the first point-of-contact for staff to report facilities issues and needs, and liaise with our landlord, as required
- Lead procurement of basic office supplies, furniture, equipment, etc.
- Ensure all staff complete annual DSE assessments, and support new staff to purchase home office equipment in line with foundation procedure & as needed

Lead Outsourced IT Management

- Manage contract with external IT support consultants
- Serve as a first point-of-contact to triage IT needs/issues, and file support tickets with our IT consultant as needed
- Curate & deliver our package of software applications and tools for work
- Maintain IT equipment (laptops, monitors, and auxiliary devices)
- Working closely with Finance & Operations Director, manage the foundation's approach to cyber & data security, and ensure all staff complete annual training
- Oversee backend of our website, including website CMS, website hosting, & domain hosting, and oversee contract with website support consultant

Provide Cross-team Administrative Support

- Provide diary management support for our Chief Executive
- Coordinate meetings, events, & other administrative needs for CEO and wider staff team

- Monitor and respond to enquiries email inbox, elevating issues as needed
- Monitor all post and distribute as needed
- Support our trustee board by coordinating correspondence, scheduling, and meeting management
- Provide administrative support for key HR tasks, including support during recruitment, employee onboarding, and employee offboarding
- Track and book staff travel in line with our policies & processes
- Other administrative support duties as assigned

Support Compliance & Operations Special Projects

- Oversee organisational records management – keep our procedure up to date, coordinate annual reviews, and support colleagues as needed
- Working closely with the Finance & Operations Director, oversee organisational compliance with UK GDPR and ensure all staff understand and practice good information security
- Support procurement and contracting – draft and coordinate tenders, negotiate and draft contracts, and support colleagues to follow the foundation's process
- Draft operational policies and procedures
- Other operations projects as assigned]

2d. Person Specification

Essential

- Excellent project management, administrative, and organizational skills
- Excellent attention to detail and strong problem solving abilities
- Proficiency in Microsoft Office suite
- Ability to prioritise and manage your work independently
- Strict confidentiality
- Excellent verbal and written communication skills
- A commitment to diversity, equity and inclusion
- A commitment to social justice and our mission
- Existing right to work in the United Kingdom

Desirable

- Experience in charity sector operations or administration
- An understanding of access to justice and the advice sector

2e. Benefits & Other Support

We work hard to make the Access to Justice Foundation a great place to work. Our team is small, friendly, and collaborative, and we are committed to supporting staff wellbeing and development. We offer the following:

- 25 days holiday plus all bank holidays (pro-rated if part time)
- Annual winter closure between the Christmas and New Years Bank holidays (equivalent to 4 additional days paid holiday)
- Nine-day fortnight work scheduled (i.e. every other Friday off)
- Flexible working options and core-hours schedule
- Pension with 5 percent employer contribution
- Health cash plan and employee assistance programme
- Funds for staff training and development

3. How to Apply

3a. Application Contents

To apply, please prepare (i) a CV and (ii) a covering letter (no more than 1 side of A4). Your covering letter should tell us why you are interested in working for the Access to Justice Foundation and provide evidence of your skills, experience, and qualifications that meet the specification for this role. CVs should be submitted in Word (.docx) or PDF (.pdf) format and should be titled using the naming convention [*FullName*]CV (e.g. EmmaSmithCV.pdf).

3b. Submission

Submit your application via CharityJob by 11:30pm on Sunday 12 April. Please note, we will not accept incomplete applications or those submitted via email.

3c. Recruitment Timeliness

We will tentatively hold first round interviews virtually on 22 April. For successful candidates, this will be followed by a written task to be completed remotely and an in-person final round interview, tentatively scheduled for 30 April and 7 May. Successful applicants will be asked to take up their appointments as soon as possible.

If you do not hear from us within 30 days of the closing date of this application, please assume your application has been unsuccessful on this occasion. Please note that we do not provide feedback to unsuccessful candidates.

3d. Diversity, Inclusion, and Accommodations

We care about centring equity in our workplace and in our mission, and we believe that diverse identities and experiences will strengthen our staff team. We strongly encourage candidates of all identities and experiences to apply, including people of colour, women, LGBTQ+ individuals, people with disabilities, immigrants, and caregivers.

We are striving to run an inclusive search process. All applications will be anonymised before they are reviewed.

If you require an accommodation to complete this job application, please contact enquiries@atjf.org.uk.