

Operations & Systems Manager (Maternity Cover)

About us

Global Dialogue is an international philanthropy support organisation partnering with funders to advance rights, equity and diversity. Independent in status and global in reach, Global Dialogue provides funder networks, collaboratives and their partners with practical support and technical expertise to create lasting change.

Role Overview

We are looking for an Operations and Systems Manager (maternity cover) to help programmes thrive within our fiscal host model, providing a trusted operational home where programmes have the freedom to focus on their mission.

The Operations & Systems Manager is responsible for the maintenance and development of systems and processes that support Global Dialogue's operations to run smoothly. You will work closely with the core team, hosted and incubated programmes in different time zones, and external suppliers – ensuring that our operational support is appropriate and efficient.

Working closely with the Chief Operating Officer and the wider core operational team, you will provide day to day support to our programme teams, building and maintaining strong working relationships with them. You will be the first point of call for any operational queries, providing clear guidance on our processes and supporting with practical tasks.

- Terms:** Maternity cover, 1-year Fixed Term Contract, 35 hours per week (Full Time), subject to a 12 week probationary period. Compressed hours over 4 days per week would be considered.
- Core hours are 10:00am to 4:00pm, Monday to Friday.
- Location:** UK home-based. One day in London per month (travel expensed).
- Candidates must have right to work in UK.
- Reporting:** Reports to Chief Operating Officer
- Remuneration:** £44,000 per year. Global Dialogue offers a range of benefits including a working from home allowance, 25 days' annual leave plus public holidays, a flexible working policy, and personal development leave. We contribute 6% to our employee's workplace pension (on qualifying earnings).
- Closing date:** 8th April 2026

Job Description

This is an exciting time to join Global Dialogue. As our work evolves, we are continuing to refine our hosting offer to ensure the operational support we provide to programmes remain effective, proportionate, and responsive to their needs. Strengthening our systems and process is central to this role, helping programmes focus on strategy, grant making and impact.

Key responsibilities

IT and digital security (50%)

- Oversee IT provision, acting as the main point of contact for the external IT support and for programmes.
- Source and maintain an overview of the organisation's IT hardware and other equipment, including managing logistics and the phasing out of old equipment.
- Support the development of our digital security offer to programmes, helping us to respond effectively to associated risks/threats.
- Scope and implement digital solutions that effectively support business operations.
- Manage employee cyber security and IT training.

Data management and access (10%)

- Maintain an overview of user accounts across SharePoint and other digital tools, ensuring pricing licencing and permissions are effectively managed across all platforms.
- Oversee the organisation's SharePoint structure.
- Support Global Dialogue's practice and policies in relation to data protection.

Programme support (15%)

- Manage the operations inbox, ensuring timely and efficient responses to requests from programmes.
- Host monthly meetings with each programme to discuss operational needs, capturing and following up on any actions.
- Coordinate contracts for programmes, including drafting agreements for consultants or suppliers using organisational templates
- Maintain an overview of the organisation's memberships and subscriptions, ensuring renewals and payments are up to date.
- Coordinate the onboarding and offboarding of staff, from arranging IT equipment and access for new starters, to securely removing accounts and devices for leavers.

People and care (5%)

- In collaboration with the Head of People, manage the internal processes and systems for starters, leavers and existing staff.
- Run internal surveys on operational performance and needs to help identify areas for improvement.

Travel, events and insurance (10%)

- Ensure that insurance policies are up to date and reflect organisational needs, as well as dealing with insurance queries and claims.
- Oversee systems for managing international travel and events, ensuring that risk management protocols are followed, and advising on compliance as required.

Communications (10%)

- Maintain Global Dialogue's website, liaising with external web developer's updates and re-design.
- Prepare the monthly internal newsletter, and ensure important updates and announcements are shared across the team.
- Support with the preparation of the annual report and audit.

Person Specification

- **Problem solver:** Ability to prioritise, troubleshoot and complete tasks quickly, with aim to deliver continuous improvement.
- **Risk manager:** Understanding of digital security, health and safety and risk management in the context of remote working and/or international travel.
- **Systems thinker:** Strong project manager who understands how operational systems underpin wider work.
- **Relationship builder:** Works effectively with outsourced suppliers and external stakeholders.
- **Interpersonal skills:** Ability to effectively engage with and support staff on a range of operational issues, ideally in an international context where home working is the norm.
- **IT/digital confidence:** Interest in exploring the use of new software and digital tools as they emerge to enhance working environments.
- **Data application:** Understanding of GDPR, and the ability to apply good practice in relation to data management.

Statement of Equal Opportunities

We value, welcome and respect all the differences that make us who we are and stronger, and recognise that the intersections of our identities enrich our community. This includes age, cultural background, disability and mental health, ethnicity and race, gender, gender identity and expression, sexual orientation, and social background. We also recognise that the interconnected nature of these social categorisations can lead to overlapping systems of discrimination. We have a robust Equality and Diversity Policy that is periodically reviewed, ensuring that candidates and employees are treated fairly.

When talking to our team candidates can expect:

- To be asked questions that are relevant to the role.
- All recruitment materials to be written in such a way that avoids direct and indirect discrimination, for example, without the use of gendered language.

- To be given a chance to ask questions ahead of the interview.
- To be given a clear understanding of what to expect in the interview.
- To be compensated if asked to undertake an exercise that requires significant input.
- To be treated with kindness and respect in every stage of the recruitment process.
- Never to be asked irrelevant questions related to a protected characteristic.
- That reasonable adjustments will be offered and implemented at every stage of recruitment.
- Any concern or complaint raised to be taken seriously, investigated fully and managed in such a way that it would not negatively impact any recruitment decision.

Commitment to Safeguarding

We want everyone connected to our work to be safe from harm and abuse. We therefore take our safeguarding responsibilities seriously and expect everyone interacting with us to support us to do this. There are measures in place through policies, procedures and practice to guide us in our efforts to promote a positive safeguarding culture.

We will undertake safer recruitment checks to ensure that all representatives are suitable in their role and do not pose a risk to others; and will continue to ensure suitability through the induction process, probationary period, and beyond.

How to apply

We are partnering with Doing Good Recruitment on this campaign. To apply please follow the 'Apply' link to submit your CV. Your CV will then be reviewed and should you be suitable for the position, Doing Good Recruitment will be in touch to explore the role further and introduce the next steps.

Link to job here: <https://recruitcrm.io/apply/17736638212060086915ZmB>

Questions about this role can be sent by email to tristan@doinggoodrecruitment.co.uk

Need assistance?

We are committed to the employment and career development of people with disabilities. We are happy to consider any reasonable adjustments that candidates may need during the recruitment process, and you will be asked whether you require anything if you are invited to interview. If you need this information in another format or if there are additional options you'd like to request, please contact the Director of Operations, Rachel Rank, at rachel.rank@global-dialogue.org to discuss this further.

Privacy Notice

As part of any recruitment process, Global Dialogue collects and processes personal data relating to job applicants. Global Dialogue is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. Please read our Privacy Notice for job applicants [here](#).

Thank you for your interest in working with Global Dialogue. We look forward to hearing from you.