

# Operations Manager

Information Pack

March 2026



Protecting human rights in childbirth

# Message from our CEO

Firstly, thank you for your interest in joining Birthrights as our Operations Manager. This is an extraordinary opportunity to join a values-driven, passionate community of changemakers who are transforming the maternity landscape across the UK. Together, we are reimagining what it means to deliver care rooted in human rights, equity, and justice – so that every woman and birthing person can experience dignity, safety, and respect during pregnancy and birth.

Since our beginnings in 2013 as a small, volunteer-led initiative, Birthrights has grown into the leading national authority on human rights in maternity care. Our reach and impact continue to deepen – from delivering trusted advice and information to thousands of women and birthing people, to training professionals across hospital trusts and in communities to embed rights-respecting practice.

But our purpose goes beyond individual change. We are reshaping the systems, policies, and power structures that define maternity care. We hold institutions to account, make visible the diverse realities of birthing experiences, and work shoulder-to-shoulder with community and grassroots organisations to build a powerful, collective movement for birth and reproductive justice.



**Birthrights is here to champion the fundamental human rights of women and birthing people during pregnancy and birth across the UK.**



“When we set out, human rights weren’t part of the conversation in maternity care, but our work has changed that and made a real difference to the lives of women and birthing people.”

– Elizabeth Prochaska, Birthrights Co-founder

We meet the scale of injustice in maternity care with courage, clarity, and conviction. Through rights-based advocacy, training, and policy change, we challenge harmful practices and create pathways for systemic transformation. In the past year alone, we have launched our ambitious [Home Birth Restrictions campaign](#), called for legislative reform through the [SAFE Maternity Care Act](#), and amplified the voices of those most impacted by inequality. Alongside this, we have strengthened our organisational foundations and set out a bold new [10-year strategic framework](#) to guide our next decade of change.

Momentum is building – and we are ready for what comes next. We are deepening our collaboration with civil society and grassroots partners, co-creating a movement that demands a maternity system rebuilt from the ground up – one that truly centres justice, community, and liberation.

As our Operations Manager, you will play a pivotal role in shaping this next chapter. You will be joining a committed and values-aligned team who will support you to hold this role with care, strength, and integrity.

If you are energised by our mission, share our belief in a radically different maternity system, and are ready to help shape a more just and equitable future, we would love to hear from you. Even if you don’t meet every single criterion, we encourage you to apply – we are interested in your values, vision, and commitment to transformation as much as your experience.

We look forward to welcoming you into our movement.

**Hazel Williams**  
**Chief Executive Officer, Birthrights**

# About Birthrights

Birthrights is the UK's leading charity championing respectful, rights-based maternity care. We believe every person has the right to dignified, personalised care throughout pregnancy and childbirth. Our work is rooted in human rights law and driven by those most affected by discrimination and poor care.

We provide advice and information to women and birthing people, train doctors and midwives, and campaign to change maternity policy and systems.

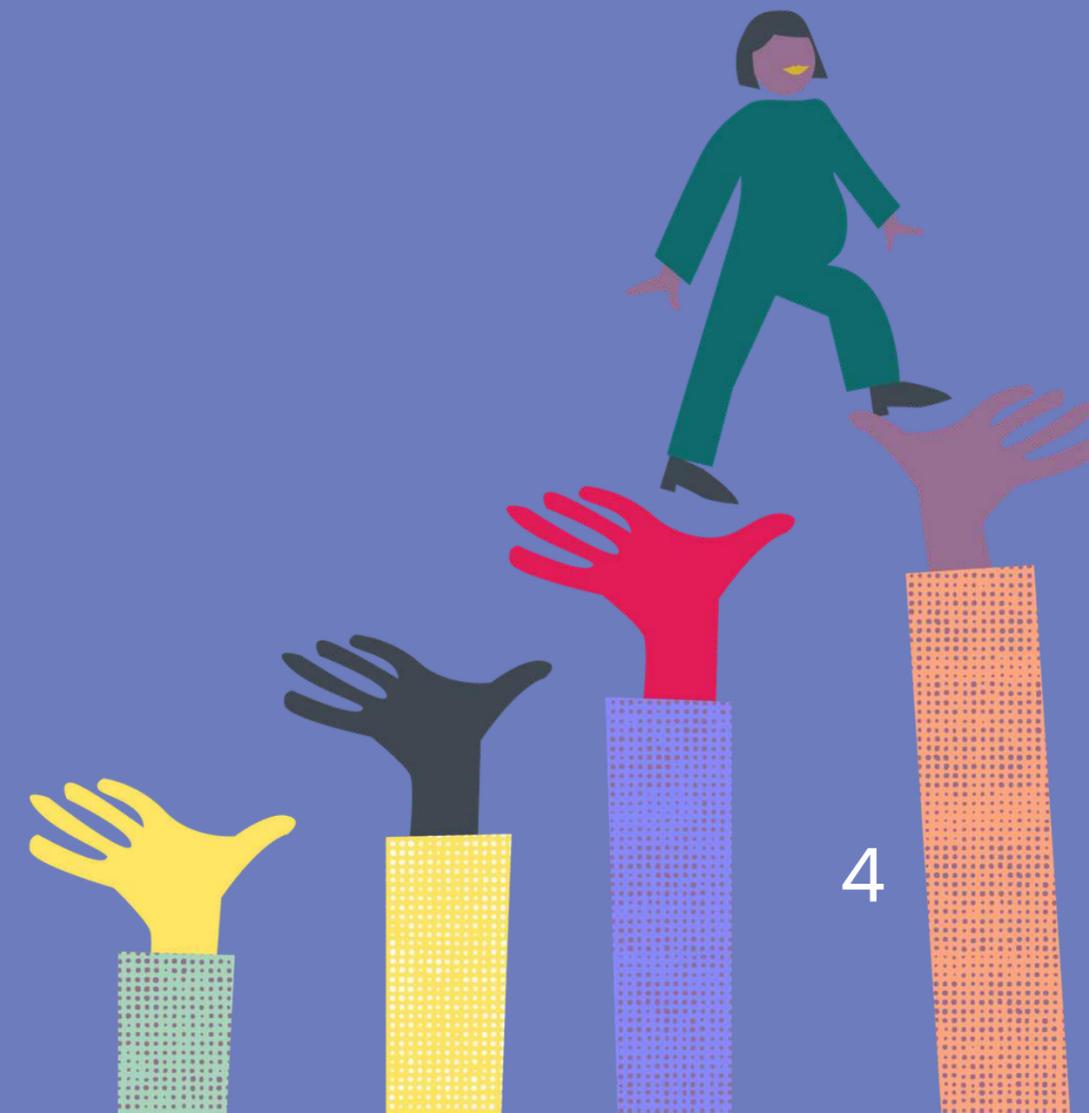
**Our vision is of a world where women and birthing people can access safe maternity care that fully respects their rights to bodily autonomy and self agency, free from discrimination, coercion and violence.**

Our work is critical to not only transforming the experiences and outcomes for individuals, but also in shifting wider policy, practice and systems.

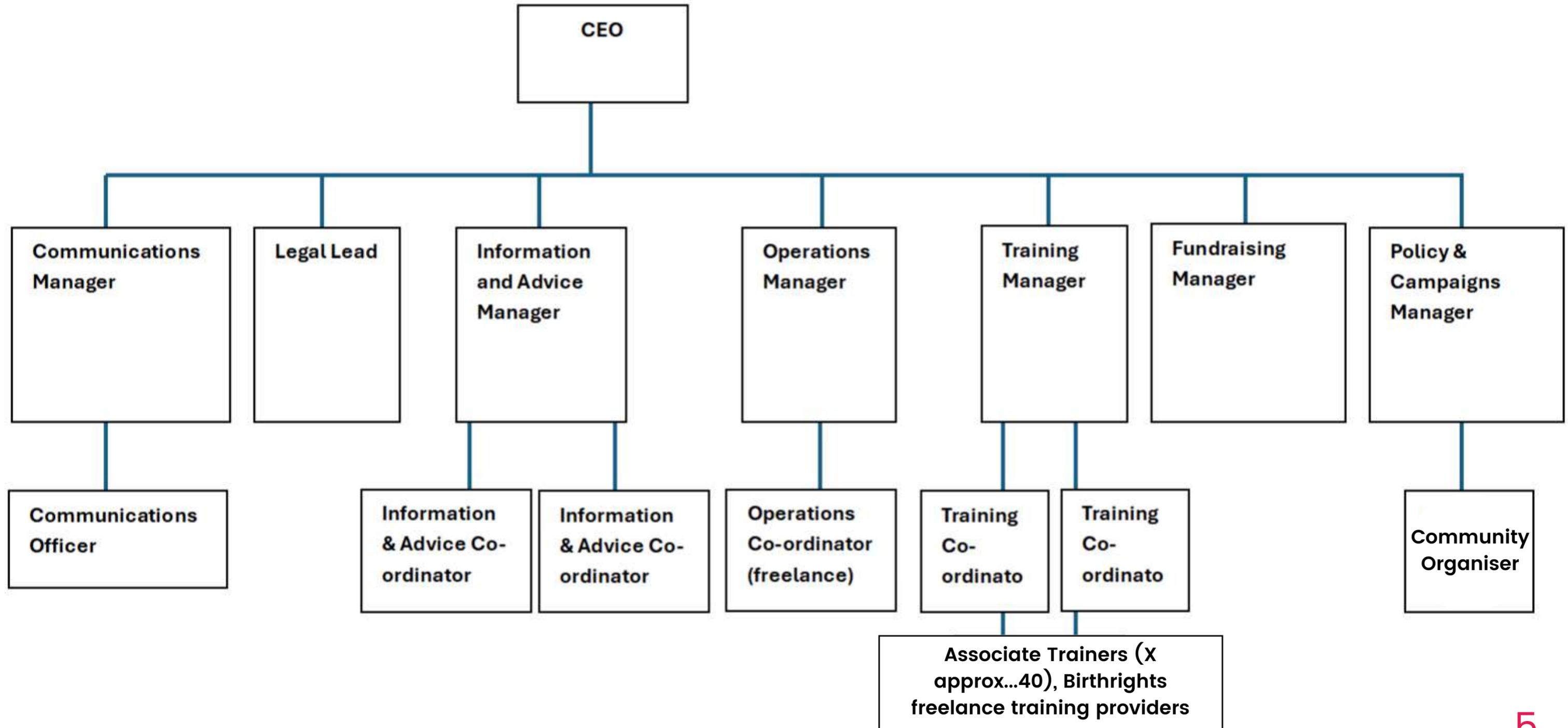
We have a strong track record of achieving national and local changes to maternity care, underpinned by robust and skilful policy influencing work. We punch well above our weight, with a seat on NHS England's Maternity Advisory Stakeholder Council and strong relationships with the Royal Colleges and regulators for both midwives and obstetricians.

It's an exciting time to join us. In 2023, we celebrated 10 years as a small charity, keeping the lived experience of women and birthing people at the heart of everything we do. We continue to champion a human rights framework in maternity care and for human rights law to underpin the regulation of maternity care. You will be one of several new staff, working under a strong Board, 10-year strategy and new CEO.

We believe pregnancy and birth should above all be about your body, your birth, your rights.



# Our organisational structure



# Working with Birthrights

Birthrights has a committed and supportive team of part time staff who all work remotely and are spread across the country. While this role is fully remote, we do organise quarterly team meetings and away days in different locations, but most regularly in London and Birmingham. We use Microsoft Teams messaging and calls to support one and another and to communicate throughout the day.

As a charity we are committed to promoting a positive working environment and recognise that balancing work and home life requires flexibility.

We believe a focus on team and individual wellbeing is central to our ability to deliver the best results for women and birthing people.

We are committed to building a diverse and inclusive team where we feel comfortable to bring our full selves to work. We believe this is core to our ability to be an organisation that is accessible and inclusive.

All Birthrights staff members receive:

- 30 days annual leave (pro rata), excluding bank holidays and Christmas closure.
- A monthly £26 work from home allowance.
- Enhanced maternity/paternity/adoption/shared leave provision.
- Investment in your continuous professional learning.
- Investment in your health and wellbeing through our Employee Wellness Strategy.



“I cried reading your email (happy tears) in thoughts that there might be some hope for what I would like my birth to look like for me and my baby.”

–Advice & Information service user feedback

# About the role

<p><b>Role Purpose</b></p>	<ul style="list-style-type: none"> <li>• A crucial role to manage and oversee Birthright Operations. This is a varied role to ensure the smooth running of the organisation in line with our anti racist principles.</li> <li>• Be responsible for ensuring our HR policies and procedures are up to date and meet the needs of the organisation and live up to our values.</li> <li>• Oversee the governance of Birthrights ensuring we are fully compliant and able to identify and manage risks.</li> <li>• Be responsible for developing our approach to digital and IT, and managing key relationships with providers.</li> <li>• We are currently exploring bringing our Finance in house, and this role will be responsible for implementing this and ensuring we have the necessary staffing.</li> </ul>
<p><b>Reports to</b></p>	<p>Chief Executive Officer</p>
<p><b>Salary</b></p>	<p>£40,000 FTE per annum pro rata – £22,400 actual for 3 days per week / £32,000 actual for 4 days a week</p>
<p><b>Hours</b></p>	<p>21–30 hours per week based on a 37.5 hour working week. Core working hours are 10am – 3pm and you will need to overlap with the whole team at least one day per week.</p>

<b>Location</b>	Home-based UK resident. Able to travel 4 - 6 times a year for team meetings and events in London or other national cities as required by the role, reasonable travel expenses will be covered
<b>Benefits</b>	30 days annual leave pro rata, plus bank holidays and Christmas closure of up to 4 days in addition to leave. Highly flexible working enhanced sick pay and parental leave policies and access to wellbeing fund (currently £500 per staff).
<b>Management responsibilities</b>	Manage the Operations Co-ordinator and model inspiring, empathetic and collaborative leadership.
<b>Contract</b>	Permanent



“Having someone who properly listened to me when it felt like I was up against a brick wall was hugely valuable on many levels.”

– Advice & Information service user feedback

# Job Description

## Strategy, Operations and Human Resources

- Support the Chief Executive to develop annual planning cycles to implement organisational goals and refresh strategies as required.
- Lead the development, implementation and approval of HR policies and procedures ensuring they align with the organisational mission and are fit for purpose and be the first point of contact for staff about employment policies.
- Lead on a HR action plan which aims to build a strong, skilled, resilient and happy workforce, including planning recruitment as required and a wellbeing and training and development plan.
- Lead day-to-day relationship with HR advisors, ensuring Birthrights has appropriate employment advice and support.
- Develop with the team organisational ways of working in adherence to anti racist principles.
- Lead on the induction programme for new staff members and trustees, ensuring a full and comprehensive introduction to the organisation.
- Carry out regular health and safety assessments to ensure appropriate support is in place for home-working.
- Manage the Operations Co-ordinator and model inspiring, empathetic and collaborative leadership.
- Uphold Birthrights' values and commitment to human rights, social justice and equity, ensuring anti oppressive practices are implemented within the work.

## Financial, IT and Digital Management

- Lead day-to-day relationship with accountants and independent examiners including for payroll, monthly management accounts and pensions
- Lead preparation of financial information for the annual report and accounts, working closely with the Chief Executive and acting as the key point of contact with the independent examiners and ensuring annual reports meet charity commission standards.
- Ensure appropriate insurance policies are in place
- Manage the bank signatories and authorised users, and input payments as required.
- Identify needs for IT systems and equipment and manage relationships with IT system providers.
- Work across the teams to develop and implement a digital strategy

## Governance and Risk

- Ensure smooth running of all regular and extraordinary Boards and Committees, including through preparing papers as appropriate.
- Keep abreast of key policy/legal developments to ensure organisational compliance with the Charity Commission and ensure compliance with the organisation's scheme of delegation, reporting any breaches to the Board.
- Ensure appropriate risk management frameworks and processes are in place and that risk and issue logs are maintained.

# Person specification

## Essential

- Have a commitment to Birthrights vision and mission.
- Have an understanding of racial justice, discrimination and multiple forms of oppression and a specific understanding of the effects of anti-Black racism.
- Experience and knowledge of managing Human Resources including implementing policies and procedures, with a focus on anti-oppressive approaches.
- Experience of overseeing financial, database and IT systems.
- Experience of developing, implementing and monitoring strategic and/or action plans.
- Excellent leadership and people management skills.
- Excellent organisational and project management skills.
- Be a team player who is able to work collaboratively with a wide range of people.
- Be a self-starter, able to work independently and effectively in a remote team, and who possesses the curiosity to investigate new opportunities and relationships and make recommendations without being asked.
- Have excellent communication skills - verbally and in writing.
- Have a willingness to muck in, support other members of a small team, and flex easily between strategic and hands-on tasks.
- Familiarity with charity governance and Board support.

## Desirable

- Knowledge of the inequalities and barriers faced within maternity care systems, we welcome applicants who can demonstrate equivalent knowledge through lived experience, self-directed learning, or community-based work (please note we will not ask you to disclose details of your lived experience at any point during the recruitment process).
- Experience of implementing anti oppressive practices across organisations.

# How to apply

Please send your CV and answers to the questions below in two separate attachment files – one labelled ‘CV’ and one labelled ‘Question Response’. Please anonymise your CV and answers to the questions by removing your name and any contact details. We will number applications for the panel and match them to emails to contact you.

Please send any documents in Word or .PDF format and as email attachments, not links. Alternatively, you can send a video or voice note with your answers to the questions via [WeTransfer](#) only.

**Please send your CV and question responses to [careers@birthrights.org.uk](mailto:careers@birthrights.org.uk) by 12pm (noon) on 13<sup>th</sup> April.**

Application questions:

- 1. Why do you think it is important to apply an anti-oppressive approach to the work that we do? And how have you applied this practically in the past or would like to apply it at Birthrights as Operations Manager? (Up to 250 words or 2-minute video).**
- 2. Briefly describe how your skills and experience would make you great as our new Operations Manager, looking at the person specification for inspiration (up to 500 words or a 3-minute video).**

Interviews will take place on the 28<sup>th</sup> and 29<sup>th</sup> of April and will be held virtually on Microsoft Teams. We will share interview questions in advance as part of our commitment to inclusive practice.

Please let us know if you require additional support or reasonable adjustments for the application or interview. We really want the process to feel accessible.



“Our community felt centred in the conversations and hopeful that their reflections and ideas would be used to create training resources to improve human rights in maternity care.”

– Feedback from our Community Conversation in Cardiff, 2026