



JOB DESCRIPTION

Job title: Operations Officer

Location: London (hybrid)

RFUK operates a hybrid working model with staff working partly from home and partly from the office. The postholder will be required to work in the office 3 days per week.

Salary: GBP 35,256
RFUK operates a fixed salary grid, and salaries are non-negotiable.

Contract type: Permanent

Other benefits: 30 days annual holiday (in addition to Bank Holidays);
4% employer pension contribution
Enhanced sick leave and sick pay
Employee assistance programme
Learning and development allowance
4 weeks of work from anywhere in the world

Hours of work: Full time, 35 hours a week

Start date: As soon as possible

Candidates must have a pre-existing right to work in the UK.

ABOUT RAINFOREST FOUNDATION UK (RFUK)

Founded in 1989, RFUK's mission is to support Indigenous Peoples and other communities of the world's rainforests in their efforts to protect their environment and fulfil their rights to land, life and livelihood. RFUK is committed to both human rights and environmental protection when it comes to tackling deforestation. Locally, we support forest communities to gain land rights, challenge harmful industries, manage and benefit from their forests, and protect their environment. Globally, we campaign to influence national and international laws and processes that protect rainforests and their inhabitants.

This approach has supported the securing and protection of millions of hectares of forest in the Congo and Amazon Basins since our founding in 1989. Since our founding, this approach has supported communities to protect millions of hectares of forest in the Congo and Amazon Basins. RFUK is now embarking on an ambitious new 2033 vision to scale up our work and impact in these regions and globally. All our work is delivered in close partnership with Indigenous and grassroots organisations in rainforest countries who are at the heart of what we do. We have a growing team of over 25 staff members who are mainly based at our London office in the UK, in France or in DRC.

ABOUT THE ROLE

This is an exciting opportunity to build your career at the heart of a busy international NGO working to protect rainforests and uphold the rights of Indigenous Peoples and forest communities. As Operations Officer, you will help keep RFUK running smoothly across HR, office management, IT coordination, contracts, travel and administration, working closely with colleagues in the UK and internationally. We are looking for someone who is organised, proactive and solutions-focused, with the energy to learn quickly, support a committed team, and grow their skills while contributing to our mission.

We encourage candidates of varying experience levels to apply, particularly those with a proactive mindset, a "can-do" attitude, and a knack for problem-solving. This role offers an opportunity for growth and development, making it ideal for someone who is eager to learn and contribute to our organisation's success.

APPLICATION PROCESS

To submit your application, kindly complete the [online application form](#) by **11.30PM, Sunday 16 August**. Please be aware that the form will be anonymised for review by the panel.

Please note that CVs and cover letters will not be considered.

We strongly encourage all candidates to read the [Recruitment FAQs page](#) on our website before submitting their application.

Regrettably, due to the large number of applications we usually receive, it is not possible to write to you should you not be shortlisted for an interview. If you have not heard from us within 10 working days of the closing date, please assume that your application has not been successful on this occasion.

Interviews with shortlisted candidates will be held **in September**.

If you still have specific questions about the role or your application after reading the FAQs, please email us at jobs@rainforestuk.org and we will aim to get back to you as quickly as possible.

RESPONSIBILITIES

1. Human resources and training

- Administer and coordinate day-to-day HR functions, including recruitment, employee lifecycle management, and staff training.
- Assist in identifying training needs, organising training courses, and maintaining our staff developmental paths.
- Support the Finance team with payroll and pension administration.
- Working with external HR provider, ensure that staff procedures and other HR documents are in line with legislative requirements.
- Act as the main internal point of contact for staff HR-related queries, coordinating follow-up actions with the external HR provider and the Head of Operations as required.

2. IT management

- Coordinate the work of the external IT consultant, who provides IT support to RFUK, ensuring tasks are delivered in line with organisational objectives and agreed timelines.
- Coordinate IT-related tasks and troubleshooting delivered by the external IT consultant, acting as the main internal point of contact for staff and ensuring issues are followed through to resolution.
- Manage the procurement of IT equipment (such as laptops and PCs), ensuring all acquisitions comply with organisational and donors' procurement procedures.
- Administer online subscriptions and software licenses, optimising resources and costs effectively.
- Coordinate user account and permission requests with the external IT consultant, ensuring secure access and data integrity.
- Support adherence to IT security protocols by liaising with the external IT consultant on risks, incidents, and troubleshooting needs, and ensuring agreed actions are completed promptly.

3. Office management and Health & Safety

- Oversee facilities management of RFUK's serviced office.
- Manage core office suppliers and contractors (including IT).
- Support the Head of Operations with office budget administration.
- Liaise with landlord, local authorities, and service providers for smooth office operations.
- Ensure full compliance with health and safety regulations, conducting regular inspections and tests.
- Handle incoming/outgoing mail.
- Ensure appropriate filing of office-related documents and compliance with data protection policies.
- Coordinate RFUK insurance agreements and oversee office procurement.

4. Policies, procedures, and contracts

- Under the guidance of the Head of Operations, contribute to the development, update, and review of RFUK's policies and procedures, ensuring staff compliance.

- Liaising with the Programmes team, review contractual agreements for consultants, partners and suppliers, ensuring they adhere to high standards in line with RFUK procedures and donor requirements.
- Provide guidance and support to staff, and lead on the administrative aspects of contracts for partners, suppliers, and consultants, ensuring that they are aligned with RFUK's policies and donors' agreements.

5. Other responsibilities

- Provide administrative support to the Senior Management Team.
- Lead the organisation of the annual strategy meetings quarterly Strategy, Planning and Action days and Team Away days.
- As Chair of the Travel Group, coordinate staff international travel, ensuring staff compliance and contributing to risk management.
- Undertake ad-hoc duties as required by the Head of Operations or the Executive Director.
- This job description is not exhaustive but is a guide to the main functions and responsibilities of the post. It is subject to review in the light of changes and development of the organisation. The post holder may be asked to undertake other duties for which the post holder has the necessary experience and/or training

PERSON SPECIFICATION

We strongly encourage all candidates to read our [Recruitment FAQs](#) before submitting their application.

Detail	Essential	Desirable
Knowledge and Experience	• Experience providing administrative support in a busy office, charity, NGO or similar working environment. • Experience supporting HR administration (including some of the following tasks: recruitment coordination, staff induction, record keeping, pensions administration and training records). • Experience coordinating IT support requests. • Experience arranging meetings, events, travel or logistics for teams. • Strong attention to detail, with experience maintaining accurate records, documents, trackers or filing systems. • Confident user of Microsoft Office and common online systems, with the ability to learn new platforms quickly.	• Working knowledge of French and/or Spanish (while not essential this is highly desirable). • Experience administering organisational policies and procedures • Experience supporting office management, procurement, insurance administration, and Health & Safety. • Experience administering contracts, supplier agreements or consultant agreements.
Personal Skills and Attributes	• Commitment to RFUK's mission and values. • Proven ability to work efficiently in a multinational team; • Willingness and ability to learn on the job, keen to undertake training and develop additional technical knowledge and skills. • Excellent organisational and time management skills with the ability to work to multiple deadlines.	

Equal Opportunities

RFUK is an equal opportunities employer, and makes no discrimination on the grounds of gender, race, age, physical abilities, religious or sexual orientation.

Important notice

RFUK has a zero-tolerance approach to any attitudes or behaviours that put our staff, those impacted by our programmes, or the wider community we work with at risk of harm. Safeguarding incidents are considered acts of gross misconduct and are grounds for disciplinary action, up to and including dismissal and referral to relevant authorities.

As representatives of RFUK, staff behaviour must be seen to be of the highest standard and in keeping with RFUK's vision, mission and aims. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks.

Data Policy

The Rainforest Foundation UK (RFUK) is a registered Charitable Incorporated Organisation and registered Company (Charity No. 1138287. Registered Company No. 7391285). Our registered address is Suite 201, Pill Box Studios, 115 Coventry Road, London, E2 6GG, United Kingdom.

RFUK is committed to ensuring that your privacy is protected. Any data requested will be used for recruitment purposes only; to screen candidates and judge their suitability to progress to interview. RFUK will not share the data with other organisations for marketing purposes. Data collected in the UK is held in accordance with the General Data Protection Regulation (EU) 2016/679 and the UK Data Protection Act 2018. We will keep your personal information for 12 months after which it will be deleted, unless a longer or shorter retention period is required by law, is necessary in the course of legal proceedings or is otherwise needed for a particular purpose under applicable law. We may keep your personal information for a shorter period if you ask us to delete your personal information. In such a case, RFUK will aim to delete your personal information within a maximum period of one month from the date of the request. You have the right to request a copy of data we hold on you, to rectify your data and to restrict processing of your data. You can email at info@rainforestuk.org or write to us at RFUK Suite 201, Pill Box Studios, 115 Coventry Road, London, E2 6GG, United Kingdom. For more information on how we process data and your rights please read our [privacy policy](#).

Safeguarding

RFUK is committed to Safer Recruitment and all appointments are subject to satisfactory references and pre-employment checks (including a DBS check) as required and in line with our Safeguarding Policy and Procedures. RFUK has a zero-tolerance approach to any attitudes or behaviours that put our staff, those impacted by our programmes, or the wider community we work with at risk of harm. Safeguarding incidents are considered acts of gross misconduct and are grounds for disciplinary action, up to and including dismissal and referral to relevant authorities. More information, including a copy of RFUK's Safeguarding Policy, is available [here](#).