CFAB
protecting CHILDREN and uniting FAMILIES ACROSS BORDERS



Children and Families Across Borders

# Programme & Operations Executive

## Recruitment Pack

November 2026

# ABOUT CFAB

**CFAB is the UK's only charity with a dedicated international children's social work team and the UK's sole member of the International Social Service (ISS) network.** We identify, protect and support children and families separated by international borders as a result of conflict, trafficking, migration, family breakdown and asylum-related issues.

Working with partners in more than 130 countries, we are experts in international social work, cross-border child protection, international care proceedings and overseas family placements, helping children remain connected to their families, identities and cultures wherever possible.

# ABOUT THE ROLE

**We are looking for an organised and proactive Programme & Operations Executive to help keep CFAB running smoothly and support our work with children and families across borders**. As part of a small charity with a global reach, you will play an important role in enabling our teams to deliver their work effectively.

From coordinating training and supporting our International Social Work and Family Reunification teams to helping the CEO, Senior Management Team and trustees stay organised, this is a varied role that brings you into contact with different parts of the charity. You will help keep our programmes, meetings and day-to-day operations on track, making sure colleagues have the practical support they need.

We are looking for someone who enjoys making things happen, takes pride in getting the details right and is happy to turn their hand to different tasks. You'll have the opportunity to work closely with colleagues across CFAB and contribute to our mission to help children and families remain connected, protected and supported.

**If this sounds like the opportunity for you, and you have the skills, experience and passion to succeed in this role, we'd love to hear from you.**

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# JOB SPECIFICATION

keep reading to find everything you need to know about the role, including the key responsibilities, the skills, knowledge and experience we're looking for, and the terms of employment.

## Key responsibilities:

### 1. Programme and Service Support

You will provide administrative support to CFAB's International Social Work and Family Reunification teams, helping ensure services run smoothly and colleagues have the information and practical support they need.

- Coordinate the Advice Line duty rota, maintain the country information list, upload referrals and follow up on inactive cases or outstanding referral forms.
- Support the administration of family reunification cases, including preparing welcome and end-of-service letters and maintaining accurate records.
- Research International Social Workers (ISWs), support the preparation of contracts and agreements, and maintain associated databases and records.
- Process sales invoices and requests for the social work team, and provide general programme administration as required.
- Collect and record user feedback for CFAB's Advice Line and casework services.
- Monitor and report on key performance indicators across the International Social Work and Family Reunification teams.

### 2. Training and Learning Coordination

You will help coordinate CFAB's training activities and International Social Work Certificate Programme, ensuring sessions are well organised and participants receive clear, timely information.

- Maintain the training calendar, coordinate participant lists and Microsoft Teams links, and manage communications with participants before and after training.
- Provide practical support for training delivery, collect feedback, maintain attendance records and coordinate certificates
- Respond to enquiries from prospective students, send course information and manage certification communications for the International Social Work Certificate Programme.

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## Key responsibilities continued:

### 3. Executive, Board and Committee Support

You will provide reliable administrative support to the CEO, Senior Management Team and Board of Trustees, helping meetings run smoothly and agreed actions are followed up.

- Coordinate diaries, meetings, invitations, reminders, room bookings and other arrangements for the CEO, Senior Management Team and board and committee meetings.
- Compile and format board and committee papers, maintain action logs and follow up with Senior Management Team colleagues on outstanding actions.
- Support the preparation of presentations, meeting materials and ad hoc research, using appropriate digital tools where helpful.

### 4. Office Administration and Facilities

You will help maintain an organised, well-equipped and efficient working environment for CFAB colleagues.

- Monitor the general information inbox and telephone line, respond to straightforward enquiries and direct messages to the appropriate colleagues.
- Receive, sort and scan incoming post, ensuring correspondence reaches the relevant recipient.
- Maintain office support folders and trackers, order stationery and supplies, and help keep the office tidy and welcoming.
- Coordinate office maintenance, liaise with contractors and suppliers, and support arrangements with cleaners and other service providers
- Coordinate laptop set-up and maintenance, liaise with external IT support and arrange PAT testing and other relevant equipment checks.

### 5. Working Across CFAB

As part of a small and collaborative charity, you will work with colleagues across teams to help CFAB operate effectively and respond to changing needs.

- Provide practical administrative support across the organisation, adapting to changing priorities and requests.
- Maintain accurate records, handle confidential information appropriately and identify practical opportunities to improve administrative processes.

# COULD YOU BE OUR NEXT Fundraising & Marketing Coordinator?

We're looking for a proactive and organised professional who can identify opportunities, build relationships and support CFAB's mission. If this sounds like you, we'd encourage you to demonstrate how your experience aligns with the criteria below.

## Essential Skills, Knowledge and Experience

*These criteria describe the core skills, knowledge and experience required to succeed in the role. Please ensure your cover letter demonstrates how you meet each of the essential criteria, providing examples where possible.*

1. **Strong organisational and time-management skills,** with the ability to plan ahead, manage competing priorities and meet deadlines.
2. **Excellent written and verbal communication skills,** with the ability to communicate professionally and clearly with colleagues and external contacts.
3. **Experience providing administrative, programme or coordination support** in a busy working environment.
4. **Strong attention to detail,** with the ability to maintain accurate records, prepare documents and handle information reliably.
5. **A proactive and practical approach,** with the ability to use initiative, anticipate what needs doing and resolve routine problems.
6. **The ability to work collaboratively across teams,** build positive working relationships and adapt to changing priorities.
7. **Confidence using Microsoft Office and digital tools,** including Outlook, Word, Excel and Teams, and the ability to learn new systems.
8. **The ability to handle confidential and sensitive information** with discretion and professionalism.

## Desirable Skills, Knowledge and Experience

*The criteria below are not essential but will help us identify candidates with additional relevant experience. We encourage you to apply even if you don't meet every desirable criterion.*

1. Experience working in a charity, children's services, social care or other public service setting.
2. Experience supporting senior executives, trustees or board and committee meetings.
3. Familiarity with Salesforce or similar CRM and database systems, or experience coordinating training, office facilities or IT support.

*This job description is a non-contractual document and may be changed at any time by CFAB. All employees are expected to be flexible over the tasks/duties and responsibilities of their roles in order to meet the needs of both of CFAB and our service users/partners.*

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# WHY WORK FOR CFAB

**Every role at CFAB helps transform the lives of children and families separated by international borders.** Whether you're raising vital funds, supporting children through complex international social work, influencing policy or enabling our services to grow, you'll play a direct role in helping children remain connected, protected and supported.

As a small charity with a global reach, you'll have the opportunity to make a visible impact, work collaboratively across teams and contribute to shaping the future of our organisation. Our values of professionalism, impartiality and respect underpin everything we do, creating a supportive and inclusive culture where everyone can thrive.

# STAFF BENEFITS

**We value our people and are committed to supporting your wellbeing, development and work-life balance. As part of the CFAB team, you'll benefit from our comprehensive benefits package, including:**

- 26 days annual leave, plus 2 personal days each year
- 5% employer pension contribution
- Employee Assistance Programme (EAP), including access to:
  - Private GP appointments
  - Mental health support
  - Retail and leisure discounts
- Flexible and hybrid working
- Time Off in Lieu (TOIL) policy for overtime
- 7 hours of volunteering leave each year
- Generous training and development allowance
- Long Service Awards
- Employee Recognition Awards
- Working from Home Equipment Fund
- Eye Care Scheme
- Regular staff social events

At CFAB, **Equality, Diversity and Inclusion is at the heart of everything we do**. As a cross-border, cross-culture children's charity, we believe that diverse perspectives make us stronger. **We're committed to creating a workplace where everyone is treated with respect, has equal opportunity to thrive and feels able to bring their whole self to work.**

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# READY TO APPLY?

If you're excited by the opportunity to join CFAB, we'd love to hear from you. Below you'll find the key details about the role and information on how to apply.

## Key information:

**Reporting to:** Deputy CEO

**Start date:** As soon as possible

**Hours:** full-time

**Salary:** £27,500 (Inclusive of London Weighting)

**Flexibility:** Predominantly office-based (London), with some flexibility.

**Contract:** Permanent

## How to apply:

If you'd like to apply, we'd love to hear from you! Please **CLICK HERE** to upload your **CV and a cover letter (maximum two sides of A4)** explaining how your skills, knowledge and experience meet the essential criteria **by 5.00pm on Friday 4 December 2026.**

**We are committed to creating a diverse and inclusive workplace and particularly welcome applications from people with a wide range of backgrounds, experiences and perspectives**, including (but not limited to) people with family overseas, people raised by non-biological parents, people from ethnic minority communities and people with health conditions or impairments. We believe diverse teams make better decisions and strengthen our ability to support children and families across borders.

CFAB is proud to be a member of the Experts by Experience Employment Network (EBE), which aims to increase the representation of people with lived experience across the charitable sector. **We encourage applicants to make use of the guidance and resources available through the EBE network (www.ebeemployment.org.uk) when preparing their application.**

First round interview date: TBC.

## TO APPLY CLICK HERE

**We look forward to receiving your application and learning more about what you could bring to the CFAB team.**

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