

# Job Description

Job title:	Operations Director
Place of work:	The Lodge, Gaysham Avenue, Gants Hill, IG2 6TD
Hours of work:	28 hours per week
Responsible to:	Chief Executive Officer
Responsible for:	Finance Manager Digital Development Manager Communications & Engagement Manager People & Operations Officer
Contract:	Permanent
Salary:	£52,000 per annum, pro-rata (£41,600 for 28 hours per week)

## About Community Action Redbridge

Community Action Redbridge is a local infrastructure charity dedicated to building a fairer Redbridge where everyone and every community has an equal opportunity to thrive. Through our work, we support the development of strong and resilient communities where people lead happy, healthy, and fulfilling lives.

At the heart of our work is a commitment to social justice and to tackling the root causes of inequality. We're passionate about shifting power, amplifying community voices, and working collaboratively to create social change.

We do this by:

- Strengthening and championing the voluntary, community, faith and social enterprise (VCFSE) sector, so local organisations have the tools and support they need to grow and thrive.
- Supporting local people to drive change in their own communities, through social action, volunteering and active participation.
- Bringing people and organisations together, from the VCFSE sector, public services, and local businesses, to collaborate on shared ambitions for Redbridge.

## Job Purpose

We're looking for an exceptional leader to join Community Action Redbridge as our new Operations Director – a pivotal role at the heart of our organisation.

With an income of just under £1 million and a diverse portfolio of new and established grant-funded programmes, we're entering a period of

transformation, with ambitious plans to grow our impact and strengthen our organisational resilience.

We're now seeking a dynamic and forward-thinking Operations Director to help drive this momentum – leading the way in reimagining how we work to enhance efficiency and effectiveness, and embedding a culture of shared leadership, continuous learning, and improvement.

You will be a natural collaborator and a strong communicator, able to build trusted relationships with colleagues, partners, and stakeholders alike. In this role, you'll ensure that our operations run smoothly and effectively – aligning systems and processes with our strategic goals while ensuring compliance with relevant legislation and regulations.

You'll provide strategic leadership and operational oversight across our core functions, including:

- Finance
- Human resources
- Digital and communications
- Risk and compliance

As a key member of our Senior Leadership Team, you'll work closely with the CEO, Board of Trustees, partners, and colleagues to bring our vision to life, drive forward our strategic priorities, and foster a working culture where people feel valued, supported, and empowered to do their best work.

Please note that this role can be offered on a hybrid basis, with a minimum of three days per week in the office. As an organisation rooted in community, we believe that regular in-office presence is important to foster collaboration, connection and team cohesion. The role is part-time (28 hours per week), and these hours can be worked over four or five days, depending on your preference.

## What you'll do

### Operational and Change Leadership

- Lead and oversee the procurement of all outsourced services, including auditors, IT support and HR.
- Manage contracts and relationships with key outsourced services, ensuring quality and performance against agreed service levels.
- Continually review business processes and operating practices to improve efficiency and ways of working across the organisation.
- Oversee digital transformation projects, maximising the use of digital technology to improve efficiency and enhance our impact.
- Oversee the organisation's communications function, ensuring that communications activity is strategically aligned and effectively supports organisational priorities.

## People & Culture

- Lead on internal communications and engagement, including staff surveys and associated action plans.
- Lead the review and development of HR policies and procedures in line with legal requirements, best practice and Community Action Redbridge values, drawing on external expertise as necessary.
- Oversee the development and implementation of recruitment processes for vacant posts, ensuring compliance with the Community Action Redbridge recruitment policy and employment law.
- Oversee the implementation of formal HR procedures and act as the key point of contact with Community Action Redbridge's external HR advisors.
- Ensure that employee records are organised and up to date.

## Governance, Risk and Compliance

- Oversee all compliance matters, for example in relation to employment law, safeguarding, health and safety, and data protection.
- Lead on the development and review of the Community Action Redbridge Business Continuity Plan.
- Ensure appropriate insurance arrangements are in place.
- Act as Company Secretary and ensure that all statutory and regulatory requirements are complied with, including all reporting obligations in relation to the Charity Commission, Companies House and HMRC.
- Support the CEO with organisational risk management, including compiling and maintaining the organisational risk register.
- Support the CEO to prepare reports and proposals for Board and committee meetings and attend when required.

## Financial Leadership

- Oversee the preparation of the annual budget.
- Oversee the annual audit, production of the annual accounts and compile the annual Directors' Report.
- Oversee the development of budgets for funding applications, ensuring that projects are fully costed and financially viable.
- Work collaboratively with the CEO and senior leadership team on the development and implementation of organisational fundraising strategy, fundraising plans, and financial resilience planning to support long-term sustainability.
- Oversee the finance function and ensure that quarterly management accounts, processing of invoices and payments are timely and correct.

## Team Leadership

- Lead, inspire, and develop the core team, setting high expectations, modelling values-based leadership, managing performance and providing professional development and wellbeing support.
- Promote cross-function collaboration and learning to maximise impact and resource efficiency.

## General Duties

- Actively contribute to collective decision-making as a member of the Senior Leadership Team, ensuring a cohesive, collaborative approach to organisational leadership.
- Share responsibility for organisational governance, risk management, compliance, and long-term sustainability.
- Lead or contribute to organisation-wide development priorities, cross-cutting initiatives, and strategic projects as required.
- Actively promote a culture of continuous improvement, learning and innovation.
- Practise and actively promote Community Action Redbridge values and ways of working.
- Actively promote diversity, equity and inclusion, and help to ensure that Community Action Redbridge works anti-oppressively and challenges injustice.
- Contribute to the continuous development and performance of the organisation.
- Actively participate in support and supervision, annual appraisals, team meetings, away days and appropriate training and development opportunities.
- Adhere to all Community Action Redbridge policies and procedures.
- Undertake any other duties as required and in line with the purpose of the post.

This is a description of the job as it is presently constituted. It is the practice of Community Action Redbridge to periodically review role descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.

Community Action Redbridge is committed to safeguarding and promoting the welfare of children and vulnerable adults. Please note that this post is subject to a basic DBS check.

We believe in being inclusive and giving everyone an equal chance to succeed. Applications are welcome from all regardless of age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or social economic background.

All appointments will be made on merit, following a fair and transparent process. In line with the Equality Act 2010, however, Community Action Redbridge may employ positive action where candidates from underrepresented groups can demonstrate their ability to perform the role equally well.

# Person Specification

	Essential	Desirable
<b>Education</b>		
<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>• Significant experience in a senior operations or leadership role</li> <li>• Excellent knowledge and understanding of best practice in several key operational areas, with a proven ability to pick up new skills quickly and independently.</li> <li>• Proven ability to strategically identify and implement improvements to organisational systems, processes and ways of working, with a focus on innovation, efficiency, and impact</li> <li>• Proven track record of leading and embedding organisational change, with the ability to inspire, influence, and bring others with you on the journey.</li> <li>• Excellent digital literacy, with the ability to confidently use Microsoft 365 and other digital systems and tools. Skilled in modelling digital fluency with the ability to nurture a culture of digital innovation.</li> <li>• Exceptional written and verbal communication skills, with a proven ability to engage diverse stakeholders and articulate complex ideas clearly and persuasively</li> <li>• Exceptional organisational and time management skills, with the ability to strategically prioritise competing demands while adapting effectively to a dynamic and evolving environment.</li> <li>• Proven ability to provide strategic oversight and leadership across multiple organisational functions, bringing work together in a coordinated way, making the best use of resources, and ensuring alignment with organisational mission and strategic priorities.</li> <li>• Proven strategic leadership in embedding a culture of data-driven decision-making, championing the use of robust evidence and insights to shape organisational strategy, drive innovation, and enhance operational excellence.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Excellent strategic problem-solving and decision-making skills, with the ability to assess complex situations, balance competing priorities, and exercise sound judgement to make timely, evidence-informed decisions in a dynamic environment.</li> <li>• Demonstrable leadership in fostering a collaborative and cohesive working culture across core organisational functions. Skilled at modelling inclusive ways of working and aligning internal teams and systems to enable joined-up working, improve coordination, and break down silos.</li> <li>• Strong strategic leadership and people management skills, with a track record of building and sustaining high-performing, values-led teams. Proven ability to model inclusive leadership, champion professional development, and create the conditions for others to lead, thrive, and collaborate effectively.</li> <li>• Proven ability to oversee financial management at an organisational level, including planning, monitoring, reporting, and ensuring compliance. Skilled in reviewing budgets and analysing expenditure, with the ability to identify financial risks and opportunities to inform strategic decision-making and support long-term sustainability.</li> <li>• Proven ability to build and sustain relationships with a diverse range of internal and external stakeholders.</li> <li>• Previous experience of fundraising and the ability to contribute to the development of fundraising strategy and plans, aligning income generation with organisational priorities</li> <li>• Demonstrated leadership in developing, implementing, and overseeing organisational policies and procedures, ensuring all programmes and activities comply with legal, regulatory, and internal standards. Skilled at recognising when specialist advice is required and taking decisive action to manage risk and uphold organisational integrity.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Passionate about social justice with a strong commitment to Community Action Redbridge's values and mission.</li> <li>• Proactive and self-motivated, with a "can-do" approach.</li> <li>• An open and respectful approach grounded in cultural humility, with the ability to engage sensitively and effectively with diverse communities.</li> <li>• Resilient and comfortable with ambiguity, with a calm and solution-focused approach when navigating change, complexity, and uncertainty.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Reflective and self-aware, committed to continuous learning and personal development.</li> </ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• A commitment to diversity, equity and inclusion, and to working anti-oppressively and challenging injustice.</li> <li>• A willingness to work flexibly, including occasional evenings/weekends by prior arrangement.</li> </ul>	