

## **Director of Operations Recruitment Pack September - October 2025**

**Dear applicant,**

Thank you for your interest in joining our team.

At Focus on Labour Exploitation (FLEX), we are on a mission to end labour exploitation by challenging and transforming the systems that make workers vulnerable.

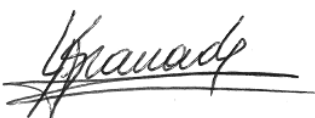
After a decade of leading with research, advocacy, policy, training, and coalition-building, we're at a pivotal moment and the Director of Operations will be central to our work moving forward.

In this pack you will find information:

1. About FLEX
2. About the role:
  - Job description
  - Person specification
3. How to apply

For additional information about our work, please visit our website. If you have any further questions about this process, please contact us at: [info@labourexploitation.org](mailto:info@labourexploitation.org) and mention this role's code in the title of your email: DOO25.

Wishing you the best of luck!



**Lucila Granda**

Chief Executive Officer (CEO), Focus on Labour Exploitation

# 1. Core Details

<b>Job title:</b>	<b>Director of Operations</b>
<b>Location:</b>	FLEX office, Vauxhall, London - Flexible hybrid working with a mixture of in person and home/office working.
<b>Salary:</b>	£54,000 per annum subject to deductions for tax and national insurance contributions as required by law, pro-rated if part time.
<b>Hours:</b>	Full time, 5 days, equivalent to 37.5 hours per week. There is also the option to work part time at 0.8 FTE (30 hours per week).
<b>Pension:</b>	4%, with incremental pension contributions.
<b>Contract</b>	Fixed term, 2 years (with the expectation to continue, subject to funding).
<b>Reports to:</b>	CEO
<b>People management:</b>	4-5 staff members.
<b>Deadline:</b>	6 October 2025, 12pm (midday), with Recruitment Panel and Staff Panel interviews on weeks commencing 13th and 20th October.

## Benefits at FLEX:

- Flexible hybrid working;
- 25 days holiday plus bank holidays and incremental leave up to 5 extra days;
- Extra paid days off over the end of year holiday period;
- Occupational sick pay and support in case of long-term illness;
- Enhanced maternity, adoption and paternity pay;
- Family policy with paid time off for dependants and carers;
- Employee Assistance Programme, including counselling support;
- Opportunities for skills development.

## 2. About FLEX

We are on a mission to end labour exploitation.

Founded in 2013, we have a vision of a world free from all forms of labour exploitation, including forced labour and human trafficking. We work to achieve this by challenging and transforming the systems and structures that make workers vulnerable to abuse.

We believe that policy solutions should be shaped by those impacted by those policies, and so we seek to engage worker-led groups and people with lived experience across all areas of our work.

We are strong believers in collaboration. We are convinced that effective change can only be achieved by joint work, and so we work closely with a broad range of community-led organisations and campaigns, organisations providing direct support to workers facing or at risk of exploitation, trade unions, legal experts, and a strong network of allies.

We are currently a team of twelve staff working across research, policy, business engagement, training, communications and operations.

### Our values

- **Respect** – We believe in equality and recognise the role of intersectionality – the layers of discrimination and systemic oppression that create vulnerabilities and disadvantage.
- **Courage** – We explore, probe, and approach challenges with creativity
- **Integrity** – We operate with thoroughness, rigour and reliability in how we use information to evidence the need for change.
- **Justice** – Everything we do is aimed at achieving a more just society
- **Accountability** – We strive to remain accountable towards those affected by labour exploitation, whose safety, wellbeing and voice are central to our work.

### An inclusive workplace

Creating and maintaining an inclusive workplace requires ongoing reflection, revision and action. We are proud to be a diverse and inclusive team. This means we are committed to being an anti-racist, trans-inclusive, gender-equitable and intersectional organisation.

### 3. About the role

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The Director of Operations will serve as a key member of the Senior Management Team (SMT) and a key driver of our organisational strength. This role leads the development and smooth running of the systems, processes, and culture that enables FLEX to deliver its mission effectively. You will oversee day-to-day operations across human resources, finance, governance, and key compliance areas such as data protection and health and safety.

Working closely with the CEO and the SMT, you will implement and continually improve our operational plans, infrastructure, and procedures, ensuring they are efficient, legally compliant, and aligned with our values. Your leadership will foster a collaborative, inclusive, and high-performing environment, enabling the team to focus on achieving FLEX's strategic goals.

#### **Key responsibilities:**

##### **Leadership and Strategy:**

- Serve as a key member of the Senior Management Team (SMT), working closely with the CEO and colleagues to deliver the Business Plan and relevant sub-strategies (e.g. Staff Wellbeing, Equality, Diversity and Inclusion).
- Contribute to shaping the strategic direction of the organisation, fostering a culture of inclusivity, sustainability and efficiency.

- Lead the process for strategy development and annual planning, ensuring all teams participate in the process, and ensuring all teams have workplans and KPIs in place which contribute to the achievement of the organisational strategy and plans.
- Develop and lead an efficient Operations Team and raise any matters requiring CEO's discussion in a timely manner to facilitate effective solutions.
- Deputise to CEO when required.

### **Operations and Compliance Management:**

- Lead the charity's operational functions, including office management, health and safety, technology systems, filing systems, and data management systems.
- Act as FLEX's Health and Safety and Data Protection Lead, ensuring compliance with statutory duties and promoting best practices in operational standards, data protection and cybersecurity.
- Ensure the timely preparation of Board meetings, including logistics, agendas, papers, minutes, and follow-up actions; and support governance processes, ensuring compliance with Charity Commission, Companies House and the Scottish Regulator requirements.
- Co-ordinate internal reporting including reporting to the Board on progress against strategy and annual workplans.
- Support communications, organisational announcements, and strategic development with the Director.
- Maintain the organisational risk register, ensuring proactive risk identification, mitigation, and business continuity planning.
- Drive continuous improvement of systems and workflows, including Monitoring Evaluation and Learning (MEL) frameworks, in collaboration with consultants and staff.
- Support programme managers with operational aspects of their projects.

### **HR and people:**

- Ensure HR systems and procedures are legally compliant, efficient and aligned with FLEX's values, working with external HR support as needed.
- Lead on HR processes (e.g. recruitment, onboarding, performance management, etc.), staff wellbeing, training and development, and internal knowledge exchange.
- Oversee implementation and monitoring of HR-related sub-strategies, including Staff Wellbeing and Equality, Diversity & Inclusion.
- Support senior managers and their teams with development and performance management.
- Lead on the development and implementation of staff consultation mechanisms, analysing results and working with the CEO and SMT to implement actions.
- Act as main point of contact for the FLEX union, maintaining positive relations.
- Provide effective line management and coaching to direct reports, supporting performance, development, and wellbeing.

## Fundraising and Financial Management:

- Oversee financial management provided by Finance Consultant (bookkeeping, expenses, purchasing), support budget monitoring and work closely with them to ensure robust controls.
- Manage operational budgets and oversee project budgets, ensuring compliance with financial protocols.
- Ensure the production of accurate and timely financial reports for internal and external audiences.
- Support the development and delivery of fundraising strategies, identifying new funding opportunities, raising funds and maintaining relationships with funders.

## General:

- Build and maintain strong relationships with partners, funders, and relevant networks to support organisational objectives.
- Represent FLEX externally as required, in line with the CEO's strategic priorities.
- Undertake any other reasonable duties to support the smooth running of the organisation.

## Person Specification:

	Assessment Stage		
	Cover letter	Interview	Exercise (interview day)
<b>Knowledge and experience gained by learning, working, volunteering, or lived experience:</b>			
Charity sector senior management experience in Operations, HR and overseeing financial management.	✓		✓
Understanding of charity sector governance and compliance requirements and experience working effectively with Boards of Trustees.	✓	✓	
Knowledge of health and safety and data protection.	✓	✓	
Experience in monitoring and evaluation, including reporting to funders	✓	✓	
Fundraising experience, with track record securing funds from diverse sources.	✓	✓	✓

	<b>Assessment Stage</b>		
	<b>Cover letter</b>	<b>Interview</b>	<b>Exercise (interview day)</b>
<b>Skills and abilities:</b>			
Excellent leadership, management and team development capabilities	✓	✓	
Excellent project management skills, with experience delivering operational projects on time and within budget.		✓	
Proven ability to design and optimise operational processes for maximum efficiency.	✓	✓	✓
Proactive approach to problem solving.		✓	
Ability to work with minimal supervision, under pressure and managing multiple priorities.		✓	
High levels of confidentiality and professional discretion.		✓	
Strong interpersonal and communication skills, including the ability to create clear, comprehensive procedures and guidelines.		✓	✓
Exceptional attention to detail		✓	
Excellent IT skills (G Suite, MS Office, Dropbox, HR platforms).	✓		
Commitment to the values and ethos of FLEX.	✓	✓	
<b>Desirable</b>			
Experience working in a small charity.	✓		
Experience working in the field of human rights, labour exploitation and migration and familiarity with key actors in such fields.	✓		
Experience working directly with workers and/or communities facing risk of labour exploitation	✓		

## 4. How to apply

To apply please download, complete and send the [FLEX Application Form](#) via email to [info@labourexploitation.org](mailto:info@labourexploitation.org), quoting the reference D0025 in the email subject line.

**Deadline:** 6 October 2025, 12pm (midday).

**Shortlisting:** Your application will be assessed against the criteria specified in the job description. Please explain how you meet the items marked for the 'application form' stage.

**Interview:** If you are invited to the next stage of the recruitment process, your experience, ability and skills will be further assessed at an in-depth interview with the Recruitment Panel.

**Staff panel:** Interviewed candidates will also meet a small group of FLEX staff in a separate session. This panel will focus on values and on how you might contribute to our organisational culture. Staff feedback will then be shared with the Recruitment Panel for consideration. The formal recruitment panel will remain responsible for making the final decision

We would be grateful if you can also complete our [Equal Opportunities Form](#). This information help us monitor and analyse the level of diversity within the organisation in order to assess gaps and actions needed to increase reach to underrepresented groups. This information will not be used as part of the selection process and will remain anonymous.

**We encourage applications from people with lived experience of the immigration system or who identify as part of marginalised communities.**

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can make reasonable adjustments and consider what support may be provided at the interview and task stage.

### Privacy notice

Your information will be handled with confidentiality, used only for recruitment purposes, and deleted in line with the terms of FLEX's Data Protection policy.

For full details, please read our full [Privacy notice](#).

For any further enquiries, please contact us at [info@labourexploitation.org](mailto:info@labourexploitation.org).