Operations and Finance Manager

Hours: Full time (37.5 hours per week), with flexibility for an exceptional candidate

Contract: 12 months fixed term (Maternity cover support)

Salary range: £40,000 - £45,000 (depending on experience)

Benefits: 35 days leave (incl. bank holidays, Birthday Day & Christmas office closure), up to 7% matched pension, 20 weeks enhanced parental pay, enhanced sick pay.

Location: London hybrid

Reporting to: Interim CEO

Probation: 3 months

About the Work Rights Centre

Work Rights Centre is a London-based charity that helps migrants and disadvantaged UK citizens access employment justice and improve their social mobility. We do this with: legal advice that changes lives; tools that empower people to assert their rights; and campaigns that challenge the systemic causes of injustice with research, parliamentary advocacy, and strategic litigation.

Our legal advice team addresses the most urgent aspects of socioeconomic disadvantage. Every year we recover thousands of pounds in unpaid wages for workers who were exploited by unscrupulous employers, and support hundreds of people to understand and secure their status in the UK.

About the role

The overall purpose of the position is to support the day-to-day running of the charity, by providing essential operational, financial, compliance, and people support. Working closely with our Interim CEO and senior team, you'll take responsibility for ensuring our systems, processes and ways of working support our continued growth and impact.

We are looking for a natural problem-solver who can skillfully identify the organisational and team needs and can propose and implement solutions as needed. You'll be confident in taking ownership, managing competing priorities and working collaboratively with colleagues and the Board, bringing sound judgement and a solutions-focused approach. You will be someone who is motivated by supporting people, shares our values and enjoys helping a purpose-driven organisation to make a difference.

Created to support our leadership team while our CEO is on maternity leave and our Deputy steps into the Interim CEO role, this is initially a fixed term role. There is a potential for the role to be extended or made permanent (subject to funding) as the operational needs of our growing organisation increase.

Responsibilities

1. **Business operations**

- Oversee the procurement of all organisational services and subscriptions, ensuring the best value for money.
- Organise regular all-staff meetings and other meetings as required, leading on booking venues, travel, catering.
- Liaise with external IT providers and be the first point of contact for staff IT queries that are handled in-house (e.g. Gmelius).
- Organise quarterly Trustee Meetings, setting dates, sending calendar invites, circulating confidential documentation, as well as supporting the CEO in preparing agendas, taking accurate minutes, and tracking action logs.
- Provide any other ad-hoc administrative support to the CEO as required.

2. **Finance**

- Maintain reliable financial reporting and planning, working alongside the CEO to prepare quarterly accounts and forecasts, and tracking annual budgets and cash flows.
- Lead on managing the relationships with the external bookkeeper and accountant.
- Support the CEO in oversight of day-to-day financial operations. This includes quarterly management accounting, timely issue of invoices to clients and funders and collection of receipts, cash flow management, initiating payment, and overseeing staff expenses (via Soldo).
- Liaise with the external accountant on the preparation of annual accounts and report to the Charity Commission in compliance with SORP.
- Support the operational administration and financial tracking of the charity's earned income streams (e.g., training and consultancy invoicing and contracts).
- With support from the CEO manage spend on restricted grants to ensure funds are spent according to budgets.

3. **Reporting and compliance**

- Support the CEO to compile financial reports, impact narratives, and operational/monitoring data required for grant applications and funder reports.
- Manage staff compliance with organisational policies, and contribute to the writing and reviewing of policies and procedures across the organisation as required.
- Support the CEO in maintaining and reviewing the charity's Organisational Risk Register.

4. **HR and people management**

- Act as a trusted first point of contact for all employee HR queries, providing initial advice, and escalating where appropriate.
- Support recruitment, including advertising positions, shortlisting candidates, interview coordination, offer letters and pre-employment compliance checks and inductions.
- Provide administrative support for absence management, performance reviews and appraisal processes.
- Coordinate the annual Career Development Framework and salary benchmarking.
- Maintain accurate and up-to-date annual leave records within WorkSmarter, including new profiles, personal data, annual holiday renewal and absence reporting.

General responsibilities

In addition to your key duties, we expect you to:

- Keep abreast of the overall work of the charity.
- Be competent in the use of IT software.
- Participate in regular supervisions and an annual appraisal, and to be committed to one's own professional development.
- Occasionally work unsociable hours around hearings and other highly time sensitive and strategic objectives.
- Occasionally travel across, and outside of London.
- Maintain administrative records as required, in compliance with accreditations and funding bodies, and charity internal reporting and financial management requirements.

Flexibility. There is a lot to learn, and to offer, at the Work Rights Centre, and the charity has grown substantially since our foundation in 2016. This relies on our ability to remain agile. We trust you to be responsive to our changing needs, and to adapt your workload and undertake any other duties that may be reasonably required. This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.

Person specification

Knowledge and experience

- 3-5+ years of experience in internal operations, finance or business management role ideally in a small charity or non profit organisation
- Experience coordinating HR administration (recruitment, onboarding, contracts, absence tracking) and maintaining confidential records.
- Experience maintaining day-to-day financial controls, tracking budgets and preparing financial information reports.
- Experience supporting a senior leadership team.
- Some broad understanding of UK employment legislation and its practical implementation in the workplace.

Skills

- Numerate and comfortable with managing budgets.
- Excellent organisational and time-management skills.
- Excellent attention to detail.
- Ability to prioritise conflicting demands and manage stakeholders effectively.
- Ability to build and develop strong working relationships.
- Excellent written and verbal communication skills.
- Good IT skills, including Google Workplace, and confidence learning cloud-based tools.

Personal attributes

- Confident and resourceful, you can work to a high standard with minimal supervision.
- Natural problem-solver, you are proactive and solutions-focused
- You are approachable, empathetic, and able to build relationships quickly.
- You're discreet and always maintain confidentiality.
- Collegial, you recognise the value of teamwork and shared objectives.
- You have a real commitment to social justice, and the aims and values of the Work Rights Centre.

Desirable

- Experience working in a charity or mission-driven organisation.
- Lived or learned experience of the issues facing vulnerable migrants.

Even if you are not sure whether you have all the experience, if you share our values and trust your ability to make a positive contribution to our organisation, we encourage you to express interest. We encourage applications from candidates who have lived experience of the issues the charity set out to address. **NOTE:** applicants must have the right to work in the UK.

How to apply

Please send a CV and cover letter to recruitment@workrightscentre.org by Sunday, 3rd January 2027. It is important to tell us why you think your experience and skills meet the specifications of this role, and why you would like to join our team. The strongest applicants will be invited to complete a short technical task, with a view to interview in January, and appoint the strongest candidate shortly thereafter. For more information, do not hesitate to get in touch.

Our policy on using AI in job applications. We want to hear your authentic voice and learn about your real-world experience. While you are welcome to use AI tools to polish your application, please ensure your cover letter reflects your specific skills and achievements. Generic, AI-generated applications are unlikely to be shortlisted, and we do not permit the use of AI in the technical task.

FAQs

What are my professional development opportunities?
The Work Rights Centre has a real culture for learning and upskilling. We have a dedicated training budget and encourage team members to attend training from reputable professional organisations.

How is the Work Rights Centre funded?
Our main source of funding is grants from independent charitable foundations. Having started with zero capital in 2016, over the last years we have developed long-term relationships with some of the best-regarded funders in the UK.. You can view a full list of our current funders on our About us page, and look up our financial record on the Charity Commission's register.

How financially sustainable is the Work Rights Centre?

The Work Rights Centre is on a path of significant financial and organisational growth. For the last seven years we have consistently increased our income and the size of our team, and we are projecting to grow substantially this year. You can learn more from our previous years' accounts on the Charity Commission's register.

Where is the Work Rights Centre headed in the next couple of years?

The Work Rights Centre has three strategic objectives for the next couple of years. First, use our rare mix of employment and immigration legal expertise to support under-represented migrant workers to access justice. Second, use this frontline intelligence to call for reforms to the labour enforcement and work migration system, with parliamentary advocacy, careful media interventions, and strategic litigation. Third, work towards improving the charity's long-term sustainability by growing our earned income (including from training and consultancy).