

ICN Job Description and Person Specification – Director of Operations (Full time)

Contracted Weekly Hours:	37.5
Annual Leave:	5 weeks plus 8 bank holidays per year
Salary:	£45,000 per annum
Location:	Bournemouth office
Contract Type:	Fixed term – 12 months

International Care Network is a Christian charity whose aim is to help to rebuild the lives of asylum seekers and vulnerable migrants. We are looking for a Director of Operations to oversee and optimise the day to day administrative and operational functions of the organisation to ensure the efficient and effective delivery of the charitable programmes and services. The Director of Operations will work closely with the senior leadership team (CEO and department managers) to develop and implement strategic plans, promote diversity and inclusion and drive organisational growth and impact.

Responsibilities

Strategic Planning and Leadership:

- Collaborate with the Senior Leadership Team to develop and execute the organisation's strategic plans, goals and objectives.
- Provide leadership and guidance to the operational teams, ensuring alignment with the overall mission and vision of the organisation.
- Foster a culture of innovation, collaboration and continuous improvement across all operational functions.
- Play an active and positive role in staff and Senior Leadership meetings when required.

Operational Management:

- Oversee the day-to-day operations of the organisation including programme management, human resources and facilities and technology, ensuring an excellent standard is consistently pursued.
- Develop and implement operational policies, procedures and systems to enhance efficiency, accountability and compliance.
- Review, monitor and evaluate operational performance, identifying areas for improvement and implementing further outcome measurement tools across the organisation where appropriate.
- Organise staff/department meetings and chair where needed.
- To act as the company secretary.

Finance:

- Support managers with departmental budgets to maximise use of financial resources in order to achieve the charitable objectives.
- Involvement in writing funding applications where necessary.
- Support managers with financial reporting for donors where appropriate.
- Line manage and work closely with the Finance Officer regarding finance related to operational activities (projects/programmes) e.g. invoicing queries and project budgets. The CEO holds overall responsibility for finance.

Governance, Risk and Policy:

- Oversee the completion of risk assessments where relevant across the organisation and its activities.
- Support with preparation of information for and occasional attendance at Trustee Board meetings and to provide support to the board where required.
- Developing and reviewing all internal facing organisational policies and procedures.

Office and Communications:

- Management of the Office and Communications department and all relevant operations/activities, including line management of the Receptionist, Finance Officer, Finance Assistant, Volunteer Coordinator and communications assistant. This includes supervision, monitoring timesheets, annual leave and disciplinary issues.
- Oversee the production of social media and newsletter communications to various stakeholders including followers, supporters, donors and partner organisations.
- Develop organisational procedures and systems of office functions.
- Oversee sourcing and ordering of office equipment/supplies as needed.
- Establish good team atmosphere and environment for those working in the office.
- Oversee message development, social media content creation and media outreach.
- Oversee creation of the quarterly charity newsletter.

Stakeholder Engagement and Partnership Development:

- Cultivate and develop relationships with key stakeholders including donors, government agencies, voluntary and statutory partners, service users, staff and volunteers.
- Support collaboration with external partners to identify opportunities for collaboration and joint initiatives enhancing the organisation's reach and impact.
- Act as an excellent ambassador for the organisation at external events, meetings and conferences.

Human Resources:

- Support the review of staff pay and benefits policies.
- Develop and improve where necessary staff surveys and methods for obtaining feedback and interpret the data to make recommendations to the CEO and Senior Leadership team.
- Ensure systems are in place and being followed for effective and safe recruitment, induction, training, development, performance management and exit of staff and volunteers as well as recording processes for all forms of leave.
- Liaise with staff over relevant policies and manage low level HR issues.
- Ensure the organisation's compliance with employment law and relevant legislation.
- Oversee all aspects of onboarding a new recruit into the organisation, ensuring time to operational effectiveness is improved and optimising cultural engagement
- Undertake HR related administrative tasks including writing contracts, calculating annual leave/bank holiday allowance and composing contract change letters where needed.
- Make recommendations to the Senior Leadership Team regarding staff and volunteer wellbeing.
- Undertaking exit interviews, reviewing data and making recommendations regarding improvements to the employee experience and retention.
- Manage recruitment campaigns end to end, ensuring efficient processes and excellent candidate experiences.
- Conduct training needs analysis for the workforce and implement learning and development programmes as required.

IT and Data:

- Maximise the use of automation for efficiency and accuracy across the organisation ensuring systems are developed accordingly.
- Ensure all staff and volunteers have the equipment and access required to perform their duties.
- Ensure cyber security is under constant review, all users are trained and appropriate usage policies are in place.
- Ensure appropriate IT support function is outsourced and managed effectively, ensuring the service is at all times complaint, secure and reliable.
- Ensure compliance with GDPR law and legislation ensuring policies and procedures are in place and are being followed.
- Take a lead in developing the digital strategy alongside the Senior Leadership Team, including the implementation of the CRM across the organisation.

Premises:

- Ensure appropriate premises are available and satisfactorily maintained for all organisational needs including administration and storage.
- Ensure compliance with health and safety for all aspects of activity.
- Oversee upkeep of facilities and assets including the organisation's vehicle.

Diversity, Inclusion and Equity:

- Actively develop and implement strategies to enhance diversity, inclusion and equality within the organisation both in terms of staff/volunteer composition and programme/project initiatives.
- Develop and implement strategies to ensure that diverse perspectives and experiences (including lived experience) are valued and integrated into decision-making processes.
- Foster an inclusive and supportive work environment that creates opportunities for all staff to thrive and develop.

General:

- Deputise for the CEO as and when required.
- To be responsible to the CEO and trustees for the outworking of the charity's aims and objectives.
- Comply with and keep up to date with all current ICN policy and procedures.
- Play an active and supportive role in the organisation and undertake reasonable additional tasks as requested.
- Represent ICN in relationships with refugees, asylum seekers, other vulnerable migrants and their communities.
- To identify relevant changes in the needs of asylum seekers and refugees and make recommendations to the Senior Leadership Team.
- Develop, support and promote the aims of the charity.
- To report all key developments to the CEO.
- To be a designated safeguarding lead of the organisation and report all safeguarding concerns in a timely manner following the ICN safeguarding policies and procedures.

Person Specification

Qualifications and skills:

Essential:

- Relevant certification(s) or training in areas such as project management or charity governance.
- Ability to inspire teams, make high-level decisions and align operations with the aims of the charity.
- Skilled in streamlining systems, policies and processes for smooth day-to-day functioning.
- Capable of building positive relationships with staff, partners, service users and other stakeholders.
- Ability to anticipate challenges and implement solutions.
- Demonstrate leadership with a proactive, forward-thinking approach.
- Strong written and verbal communication skills.
- Excellent time management and ability to handle multiple tasks, deadlines and demands in a calm and collected manner.
- Strong IT skills and proficiency in using Microsoft Office suite.

Desirable:

- Degree in a relevant field e.g. Business Administration or Non-Profit management or equivalent.
- Strong strategic thinking and planning skills.
- Understanding of risk management principles.

Knowledge and experience:

Essential:

- Experience overseeing multiple projects, ensuring delivering to timescales and keeping within budgets.
- Experience managing diverse teams, HR functions and fostering a supportive organisational culture.
- Understanding of day-to-day employment law.
- Knowledge of GDPR law and compliance.
- Experience of budgeting and strategic planning.
- Experience of liaising closely with local authorities and handling local authority contracts.
- Excellent knowledge of how to deal with safeguarding concerns.
- Experience of relating to or working with refugees, asylum seekers and other vulnerable migrants.
- Knowledge of non-profit governance, compliance and legal requirements in the UK.

Desirable:

- At least 5 years' experience in operational leadership roles, ideally within the charity sector.
- Strong grasp of budgeting, forecasting and financial compliance especially within the charity sector.
- Experience completing fundraising applications within the charity sector.
- Experience in resource allocation and performance management.
- Strong knowledge of relevant issues within the refugee/asylum sector and how these impact service users and their communities.
- Experience of developing and perfecting IT solutions.

Attributes and approach:

- To maintain clear appropriate boundaries in all beneficiary, stake holder, public, staff and volunteer relationships.
- To provide care and compassion without discrimination.
- Able to relate to people of other cultures and faiths, or none.
- Transparent, actively open, positive and accountable in all matters.
- To be supportive of ICN's ethos and values. Please see [About us - ICN](#)
- This post requires the applicant to be sympathetic to the Christian values and ethos of the organisation. Please see the 'Our Story' section of our website for more information (<https://www.icn.org.uk/about-us/our-story/>).
- Commitment to diversity, inclusion and equity and a passion for social impact.

Additional requirements:

- Eligibility to work in the United Kingdom.
- Disclosure and Barring Service (DBS) clearance.
- Willingness to attend occasional events outside of usual work hours.

Accountability:

Directly to the CEO

Benefits:

Company pension scheme.

A degree of flexibility with contracted hours.

Staff welfare opportunities including socials.

Training opportunities relevant to role.

Please note: This job description and person specification are intended as a general guide to the duties and responsibilities of the role and should not be regarded as exhaustive. ICN is an equal opportunities employer and individuals from all backgrounds are encouraged to apply.

To apply for this position, please complete the application form and return it via email to Rebecca Fell (CEO) by 5pm on 17th July 2025. This can be sent by email should you wish. **Please note: We cannot accept applications that do not include the completed application form. We do not require a separate CV.** Applications can be sent by email to: r.fell@icn.org.uk. Should you have any questions, you are welcome to speak to Rebecca Fell (CEO).