

JOB DESCRIPTION

Job Title:	Head of Operations & Compliance
Location:	London (Bethnal Green)/hybrid
Salary:	£51,783. Please be informed that RFUK operates on a fixed salary grid, and as such, salaries are non-negotiable.
Reporting to:	Executive Director
Duration:	Permanent

RAINFOREST FOUNDATION UK

Founded in 1989, the mission of the [Rainforest Foundation UK \(RFUK\)](#) is to support Indigenous Peoples and other communities of the world's rainforests in their efforts to protect their environment and fulfil their rights to land, life and livelihood.

RFUK is committed to both human rights and environmental protection when it comes to tackling deforestation. Locally, we support forest communities to gain land rights, challenge destructive industries, manage their forests and protect their environment. Globally, we campaign to influence national and international laws and policies that protect rainforests and their inhabitants.

The organisation is known for both its high-quality projects with forest communities and its hard-hitting research and advocacy. All of our work is delivered in partnership with Indigenous and grassroots organisations in rainforest countries so that capacity is built and sustained where is most needed.

THE ROLE

As the Head of Operations & Compliance, you'll be at the heart of ensuring our organisation's operations align with regulatory standards and internal policies. Reporting directly to the Executive Director and serving as a key member of the Senior Management Team (SMT), your role encompasses overseeing internal systems and processes, managing risks, ensuring legal compliance, executing our operational plan, and embodying our values. You will also provide your leadership and vision to support organisational change in a period of growth for RFUK.

Your responsibilities involve not just optimising operational processes across departments to boost efficiency and resource allocation, but also developing and implementing compliance strategies to mitigate risks and uphold legal standards in the UK and elsewhere. Leading a team, your guidance will be vital in maintaining operational excellence and regulatory compliance. This role presents a unique opportunity to collaborate with varied stakeholders, identify areas for improvement, and implement best practices to drive overall success.

As an inspirational leader with a focus on outcomes, you'll share our unwavering passion and contribute essential skills to our mission. Aligning RFUK's work with strategic goals and business plans, you'll ensure effective and efficient delivery. This multifaceted role integrates strategy, leadership, staff management, and operational execution seamlessly, all in service of our mission to support indigenous peoples and traditional populations of the world's rainforests.

RESPONSIBILITIES

1. Strategy Implementation and Evaluation

- Work with the Executive Director and Board to deliver and monitor business plans and develop an effective sustainability and growth strategy.
- Anticipate and monitor risk, implementing mitigation measures as appropriate.
- Build and maintain trusted relationships with partners and stakeholders.
- Contribute to Senior Management Team discussions and decisions, providing operational insights and aligning strategies with organisational goals.

2. Compliance and Risk Management

- Develop and maintain internal governance documents, policies, and procedures to meet legal and regulatory requirements.
- Ensure all activities comply with legal, regulatory, and statutory requirements, maintaining the highest standards of integrity and professionalism.
- Monitor changes in regulations and standards, proactively updating policies and procedures accordingly.
- Collaborate with the Programmes team to ensure compliance with international donor requirements and sector standards.
- Conduct regular compliance audits and assessments to identify areas for improvement and implement corrective actions.
- Ensure staff compliance with internal systems and processes.

3. Governance

- Serve as Secretary to the Board, the People Committee and the Finance, Risk and Compliance Committee, coordinating meetings, preparing agendas, and maintaining accurate records of proceedings. Develop key papers, reports, and presentations.
- Ensure compliance with governance procedures and regulations, facilitating effective decision-making and accountability.
- Liaise with external stakeholders, such as legal advisors and regulatory bodies, to ensure compliance with governance standards and requirements.

4. Operations Enhancement

- Oversee day-to-day operations, driving efficiency and effectiveness across departments.
- Implement systems to streamline operations, enhance productivity, and mitigate operational risks.
- Champion continuous improvement initiatives to optimise processes and resource allocation.
- Foster a culture of operational excellence and accountability throughout the organisation.

5. Human Resources

- Act as strategic lead on people management, learning and development, internal communication, and engagement.
- Ensure the organisation has the right culture and capability to achieve charitable objectives, practising organisational values.
- Develop and implement HR policies and processes for an efficient and engaging staff experience.
- Ensure HR issues are represented at SMT meetings.
- Develop recruitment, onboarding, and staff retention strategies based on best practices.
- Interpret and advise on employment legislation, terms and conditions, ensuring professional advice is sought as needed.
- Ensure adherence to the Code of Conduct.

6. Finance and Procurement

- Prepare and monitor operational budgets.
- Assist the Head of Finance with audits and coordinate implementation of auditor recommendations.
- Collaborate with the Head of Finance on the preparation of annual accounts and prepare submissions to the Charity Commission and Companies House.
- Maximise financial efficiency in organisational functioning.
- With the Senior Coordinator, Programmes Finance:
 - develop and implement procurement strategies and policies to ensure cost-effective sourcing of goods and services.
 - oversee the procurement process, including vendor selection, contract negotiation, and supplier management.
 - ensure compliance with procurement regulations and ethical standards, maintaining transparency and fairness in all transactions.
 - identify opportunities for cost savings and efficiency improvements through strategic sourcing and supplier consolidation.

7. Line Management

- Lead and oversee the Operations team, which will consist of an Operations Officer and possibly additional roles, based on evolving organisational needs.

8. General

- Oversee office meetings, organisational events, and logistics.
- Maintain a high-quality working environment and adequate infrastructure for staff.
- Perform additional tasks as requested by the Executive Director.

PERSON SPECIFICATION

Essential knowledge and experience

- **Experience:** minimum of five years of experience in a senior operation/compliance function within a small to medium size organisation.
- **Strategic thinking:** ability to work closely with senior management to develop and implement effective business plans and growth strategies.
- **Compliance knowledge:** a thorough understanding of legal, regulatory, and statutory requirements, with the ability to ensure organisational compliance.
- **Governance expertise:** experience in governance procedures, including the preparation of key documents, facilitating Board meetings, and maintaining accurate records.
- **Policies:** demonstrable experience developing and improving organisational policies in accordance with regulatory changes and the sector's best practices.
- **Operational leadership:** ability to oversee day-to-day operations, drive efficiency, and foster a culture of operational excellence.
- **Human resources management:** strategic expertise in people management, HR policies, recruitment, and staff development.
- **Financial acumen:** understanding of financial management principles, including budget preparation, monitoring, and reporting.
- **Line management experience:** ability to lead and manage teams effectively, providing direction, support, and fostering a collaborative work environment.
- **Change management:** experience in managing organisational change and implementing process improvements.
- **Ethical leadership:** commitment to upholding ethical standards and promoting a culture of integrity and accountability within the organisation.
- **Risk management:** capacity to anticipate and monitor risks, with the ability to implement mitigation measures to ensure organisational resilience.

Desirable knowledge and experience

- **Risk management:** capacity to anticipate and monitor risks, with the ability to implement mitigation measures to ensure organisational resilience.
- **IT literate:** Proficiency in leveraging technology to enhance operational efficiency, data management, and communication within the organisation. Familiarity with relevant software applications, databases, and digital tools to support various functions such as finance, procurement, and compliance. Ability to adapt to new technologies and trends to drive innovation and optimise organisational processes
- **Procurement skills:** experience in developing and implementing procurement strategies, vendor management, and ensuring compliance with procurement regulations.
- **Sector knowledge:** experience working in the charity sector, particularly international development.
- **Safeguarding:** understanding of safeguarding requirements and protocols to ensure the protection and well-being of vulnerable individuals. Knowledge of relevant legislation, policies, and best practices pertaining to safeguarding vulnerable populations. Ability to implement safeguarding measures effectively and sensitively, fostering a safe and supportive environment for all stakeholders.
- **Language skills:** French or Spanish speaking.
- **Data analysis:** ability to analyse data and generate insights to inform decision-making and drive operational efficiency.
- **Training and development:** experience in designing and delivering training programs to enhance staff skills and capabilities.

Essential personal skills and attributes

- **Values alignment:** demonstrate empathy with and dedication to RFUK's vision and mission, with a keen interest in human rights and environmental issues.
- **Stakeholder engagement:** demonstrate strong interpersonal skills to cultivate and sustain trusted relationships with partners, stakeholders, and regulatory bodies.
- **Collaboration:** exhibit the ability to collaborate effectively within a multinational team, across various departments, and with external stakeholders to accomplish organisational objectives.
- **Communication skills:** possess robust verbal and written communication skills, proficient in articulating complex information clearly and effectively.
- **Adaptability and proactivity:** display a proactive and can-do attitude and a willingness to pitch-in, coupled with the flexibility to adapt to evolving priorities, business necessities, and regulatory mandates.
- **Attention to detail:** exercise diligence and conscientiousness, paying meticulous attention to detail in all tasks and endeavours.
- **Organisation:** showcase exceptional organisational and time management abilities, including the ability to work autonomously, under pressure, and proficiently manage multiple deadlines.

SUMMARY, TERMS AND CONDITIONS

Our benefits

- 30 days paid holiday, in addition to Bank Holidays;
- Hybrid working (while most staff can opt to work fully remotely, this role requires coming to the office at least once or twice a week to oversee the smooth operations of the organisation.)
- Dog-friendly office in Bethnal Green, East London, with access to discounted gym membership;
- 4 weeks of work from anywhere in the world;
- Budget allowance for travel to the office (capped at £700 a year in 2024);
- IT home office budget;
- Learning and development allowance;
- Employee Assistance Programme (EAP);
- Workplace pension after three months in the role (4% employer contribution regardless of employee contribution).

In addition, we are committed to:

- Enabling our team's career progression within the organisation;
- Recognising our team's achievements, skills, competence and development;
- Being fair, transparent and flexible;
- Balancing the needs and expectations of our partners, donors and the local communities we work with;
- Encouraging and enabling management accountability.

Equal Opportunities

RFUK is an equal opportunities employer, and makes no discrimination on the grounds of gender, race, age, physical abilities, religious or sexual orientation.

Important notice

RFUK has a zero-tolerance approach to any attitudes or behaviours that put our staff, those impacted by our programmes, or the wider community we work with at risk of harm. Safeguarding incidents are considered acts of gross misconduct and are grounds for disciplinary action, up to and including dismissal and referral to relevant authorities.

As representatives of RFUK, staff behaviour must be seen to be of the highest standard and in keeping with RFUK's vision, mission and aims. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks.