

JOB DESCRIPTION

Job Title:	Operations Officer
Location:	London (Bethnal Green), with the possibility of flexible working
Salary:	£32,534. Please be informed that RFUK operates on a fixed salary grid, and as such, salaries are non-negotiable.
Reporting to:	Head of Operations & Compliance
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

We are seeking a dynamic Operations Officer with a diverse skill set to coordinate the management of RFUK's premises, IT infrastructure, HR coordination and overall administrative functions. This position plays a pivotal role in supporting senior management and all staff in advancing our critical mission.

We encourage candidates of varying experience levels to apply, particularly those with a proactive mindset, a "can-do" attitude and a knack for problem-solving. This role offers an opportunity for growth and development, making it ideal for someone who is eager to learn and contribute to our organisation's success.

RESPONSIBILITIES

1. Human resources and training

- Administer and coordinate day-to-day HR functions, including recruitment, employee lifecycle management and staff training.
- Assist in identifying training needs, organising training courses and maintaining the learning and development platform.
- Support the Finance team with payroll and pension administration.
- Ensure that induction procedures and other HR documents are in line with legislative requirements.

2. IT management

- Supervise and maintain RFUK's IT infrastructure, ensuring it meets the evolving needs of staff and operations.
- Manage the procurement of IT equipment (such as laptops and PCs), ensuring all acquisitions comply with organisational and donors' procurement policies and procedures. This involves selecting appropriate vendors, negotiating contracts and ensuring timely delivery of high-quality equipment.
- Directly manage our external IT consultant, ensuring alignment with organisational objectives and standards.
- Administer online subscriptions and software licenses, optimising resources and costs effectively.
- With the support of our external IT consultant, oversee user accounts and permissions on the RFUK server and other platforms, ensuring secure access and data integrity.
- Ensure adherence to IT security protocols, proactively mitigating risks and liaising with external IT support as needed to address issues promptly.

3. Office management and Health & Safety

- Oversee facilities management of RFUK's serviced [office](#).
- Manage core office suppliers and contractors (including IT, cleaning).
- Support the Head of Operations & Compliance with office budget administration.
- Liaise with landlord, local authorities and service providers for smooth office operations.
- Ensure full compliance with health and safety regulations, conducting regular inspections and tests.
- Handle incoming/outgoing mail.
- Ensure appropriate filing of office-related documents and compliance with data protection policies.
- Coordinate RFUK insurance agreements and oversee office procurement.

4. Policies, procedures and contracts

- Under the guidance of the Head of Operations & Compliance, contribute to the development, update and review of RFUK's policies and procedures, ensuring staff compliance.
- Liaising with the Programmes team, review contractual agreements for consultants, partners and suppliers, ensuring they adhere to high standards in line with RFUK procedures and donor requirements.
- Provide guidance and support to staff, and lead on the administrative aspects of contracts for partners, suppliers and consultants, ensuring that they are aligned with RFUK's policies and donors' agreements.

5. Other responsibilities

- Provide administrative support to the Senior Management Team.
- Lead the organisation of the annual strategy meetings and quarterly Strategy, Planning and Action (SPA) days.
- Occasionally provide ad-hoc support to the Programmes' team with travel logistics.
- Undertake ad-hoc duties as required by the Head of Operations & Compliance or the Executive Director.

PERSON SPECIFICATION

Essential experience and skills	Desirable experience and skills
<ul style="list-style-type: none"> • Experience: either a minimum requirement of holding a degree or possessing at least three years of experience in a similar role. • Adaptability and proactivity: display a proactive and can-do attitude, coupled with the flexibility to adapt to evolving priorities. • Problem solver: ability to creatively identify and resolve issues. • 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 and proficiently manage multiple deadlines. • Strong communication and interpersonal skills: demonstrate strong interpersonal skills to cultivate excellent relationships with a multinational team and with external stakeholders. • Collaborative mindset: demonstrates a proactive approach to collaboration, willingly pitching in and working effectively with others to achieve common goals. • Values alignment: demonstrate empathy with and dedication to RFUK's vision and mission, with a keen interest in human rights and environmental issues. 	<ul style="list-style-type: none"> • IT management: proficiency in IT, including infrastructure management, hardware, software and network systems. • Human Resources and training: knowledge of HR best practices, employment law and regulations. Ability to identify training needs, develop training programs and maintain learning and development platforms. • Stakeholder management: experience in supervising consultants and managing vendor and provider relationships. • Office management and Health & Safety: experience in office management and H&S. • Legal: experience in reviewing and administering contractual agreements, ensuring compliance with organisational standards and donor requirements. • Policies and procedures: understanding of organisational policies and procedures, with the ability to contribute to their development and review. • Language skills: French or Spanish speaking.

TERMS AND CONDITIONS

Our benefits

- 30 days paid holiday, in addition to Bank Holidays;
- Flexible work arrangement (while most staff can opt to work fully remotely, this role requires coming to the office at least three times a week to ensure 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.