Operations Manager: Role Description

To create lasting change on important social issues such as poverty and homelessness, we need to communicate about them in ways which can shift hearts and minds and build a broad movement of people.

At FrameWorks UK, we know that when we change the story, we can change the world.

Our framing research shows how people think about important social issues. We use this knowledge to develop and test communications strategies to help organisations create positive change.

We are the sister organisation of the FrameWorks Institute based in Washington, DC. We are both not-for-profit organisations.

This Operations Manager role will support our small, high-performing team; strengthen our partnerships and projects; and deliver a programme of events to share our work. You will work on a range of projects that seek to improve communications on issues like access to justice, achieving health equity, and securing decent and affordable homes for everyone. Please do read more about us and our work at FrameWorks UK and on LinkedIn.

We would like to appoint an Operations Manager to work 4 or 5 days a week with 2 days a week spent in person with the team at our central London office (by Waterloo station). Beyond this, there is scope for flexibility.

The successful candidate will be highly motivated to support the team and our partners to create social progress. They will have previous relevant work experience in operations, admin, events or finance type roles, and will be brilliantly well organised, proactive, confident, and happy to take on a broad range of tasks.

The full time salary is £33,000-£37,000 (depending on skills and experience) per annum plus benefits including 27 days of paid annual leave and 6% employer pension contributions.

Key responsibilities

- **Develop and manage our events programme**
  For example, through the planning, delivery and marketing of an external events programme including roundtable discussions, webinars and workshops.

- **Contribute to the management and delivery of our projects**

For example, by organising focus groups and interviews as part of our research, developing workshop slide decks, liaising with our US research team members, collecting feedback, gathering communications examples, or planning resource allocation to ensure projects remain on track.

- **Support new project development and partner relationships**
  For example, by contributing to project proposals and budgets, or planning meetings and events.

- **Provide administrative support**
  For example, through planning regular team meetings, supporting recruitment of staff and Board, organising travel/workshops/meetings/logistics, monitoring and planning staff capacity, or developing our ways of gathering feedback.

- **Develop and maintain our financial operations**
  Working with our accountants who deal with all technical aspects of bookkeeping, payroll, and accounting. For example, through managing our invoicing and preparing budgets.

- **Manage our website**
  For example, keeping it refreshed with new and updated content, sourcing images, maintaining effectiveness, and increasing traffic and engagement over time.

- **Manage and build our social media channels** (LinkedIn, Instagram, and X)
  For example, posting regular content (generated by the team).

- **Manage and build our contact database**
  For example, ensuring we comply with our data protection policy, or drafting and sending quarterly news emails to engage allies and promote key content.

- **Develop our internship programme**
  For example, through working with partners like the Aziz Foundation or UCL to appoint summer interns.

Person specification

Your application **must set out how you meet each of the following:**
1. At least 4 years' work experience and a tertiary level qualification such as a degree; *or* at least 7 years' work experience.
2. Evidence of excellent interpersonal, verbal, and written communication skills.
3. Evidence of excellent organisational skills. In particular, we are interested in examples of where you have shown attention to detail, taken a proactive approach, and shown an ability to work at pace to multiple deadlines.
4. Experience of *at least* one of the following (and ideally experience of *each* of the following):
   - project management

- o planning, running and evaluating events
- o finance operations (for example, producing and monitoring budgets, invoicing)
- o updating websites
- o using email marketing platforms
- o monitoring, evaluating, and reporting on digital and social content.
5. Experience working in a team, as well as individually with minimal direction.
6. Professional, enthusiastic, 'can do' attitude.
7. Commitment to FrameWorks UK's mission and values (see [FrameWorks UK)](#), and the ability to integrate these values into day-to-day work.

How to apply

Please send a CV and cover letter clearly **demonstrating how you meet each point of the job specification** above to hello@frameworksuk.org by midnight on 12th April 2024.

We are especially keen to attract applications from Black and other ethnically minoritised people. Therefore we would appreciate all applicants completing a monitoring form (downloadable below) so we can see if we are reaching a diverse range of candidates. This form will be separated from your application on receipt and stored anonymously.

Please contact hello@frameworksuk.org with any queries.

Candidates will be shortlisted during w/c 15th April and interviews held in person in our London office from 29th April 2024. We expect to hold two rounds of interviews.