Role Description: Operations Lead

Power & Integrity CIC

Salary: £40,000 per annum FTE (pro rata £32,000 for 4 days per week)
Hours: 4 days per week (0.8 FTE)
Contract: 6-month FTC contract with potential to extend
Location: Remote (UK-based), with occasional travel across the UK
Reporting to: Executive Director of Ops, Gov and Risk

About Power & Integrity

Power & Integrity is a nonprofit Community Interest Company supporting purpose-led organisations to align how they work with why they exist. With a vision of a just and equitable society, our work focuses on strengthening organisational integrity, supporting systemic change, and contributing to open, collective learning across the social impact ecosystem.

Our consulting work supports impact-led organisations (primarily charities and funders) to navigate power, governance, culture, leadership, and impact with clarity, courage, and care.

Our Commitment

We are committed to belonging and inclusion. We actively encourage applications from people underrepresented in the social impact sector, particularly those from LGBTQIA+ communities, and those with lived experience of marginalisation.

To Apply

Please send the following to **hello@power-integrity.org**

- A brief cover letter (max 2 pages) outlining your interest and what you bring to the role and
- organisation
- Your CV
- Two referees

Closing date: 1 July 2026
Shortlisting: 3 July 2026
Interviews: 9 July 2026 (09:00–14:00)
Informal conversations: Colbert Ncube (colbert@power-integrity.org)

The Role

We are looking for an experienced, thoughtful Operations Lead to join our small, purpose-led CIC. The Operations Lead is central to how Power & Integrity functions day-to-day, supporting both the running of operations and the development of the systems and processes that help us work more effectively as we grow. The postholder holds the operational backbone of the organisation, providing trusted executive and administrative support, coordinating our consultancy portfolio, supporting financial processes, and strengthening the systems that allow our work to land reliably and on time.

Working closely with the Co-Chairs, the Operations, Governance and Risk Committee, our consultancy, impact and the finance function, the postholder combines hands-on operational delivery with coordination across our consulting and wider engagements. This is a varied, practical role suited to someone who enjoys constructing workflows, anticipating needs, spotting risks early, and creating processes that allow others to do their best work.

This is not a polished corporate operations role. We are a small organisation, still evolving how we work, so this role would suit someone who enjoys building, shaping, and improving systems over time, rather than stepping into something already fully formed.

The role carries responsibility for coordination, administration and reliable delivery. The postholder enables and supports decision-making, governance and delivery, working within agreed processes and escalating appropriately, and grows their scope over time.

Key Responsibilities

Executive & Administrative Support

- Prepare agendas, briefing notes, pre-reads and supporting materials for meetings.
- Coordinate travel, logistics and key engagements.
- Track actions and follow-ups across priorities to ensure timely completion.
- Act as a central intake point for operational and administrative requests.

Consultancy Portfolio Coordination

- Provide project and coordination support to lead associates and consultants across Power & Integrity's portfolio of client engagements.
- Supporting the team to develop systems and workflows.
- Coordinate project planning and community support, scheduling and milestones, maintaining clear trackers, records and documentation across engagements.

- Schedule and coordinate client and associate meetings, prepare papers and pre-reads, and circulate materials in good time.
- Take and circulate minutes, capture actions and decisions, and follow up to ensure delivery against agreed timelines.
- Support the onboarding, coordination and operational integration of associates and consultants engaged in delivery.
- Support consistent, high-quality delivery by maintaining shared systems, templates and ways of working across the portfolio.

Finance & Commercial Administration

- Prepare invoices and expenses for approval and support payment workflows.
- Support budget monitoring, expenditure tracking and financial reporting in collaboration with the finance function.
- Maintain accurate financial records and supplier information and support contracting and commissioning administration.
- Support income and project financial tracking across consultancy engagements, flagging variances and risks for review.
- Liaise with the finance function to ensure timely, accurate and well-evidenced financial processes.

Governance, Risk & Committee Support

- Support the effective operation of the Operations, Governance and Risk Committee, including preparation of agendas, forward plans, reporting templates, papers and pre-reads.
- Coordinate Board and Committee materials relating to operations, governance, risk, finance and people, supporting effective preparation and sequencing.
- Maintain action logs, decision logs and risk registers, ensuring risks, issues, dependencies and mitigations are documented, owned and reviewed.
- Support the development and upkeep of governance documentation, including policies, procedures and terms of reference.
- Escalate key matters appropriately to the Directors and the Committee.

Systems & Process Development

- Build, improve and maintain internal systems and workflows across Microsoft 365 (SharePoint, Teams and Outlook).
- Identify opportunities to improve operational efficiency, reduce risk and strengthen consistency.

- Design and maintain proportionate, fit-for-purpose processes and documentation aligned with organisational needs, without over-complicating things.
- Support the selection, implementation and embedding of appropriate tools, digital platforms and systems.
- Contribute to more structured, predictable and values-aligned ways of working.

People & Organisational Support

- Support people and organisational infrastructure, including onboarding, HR administration, internal working practices and capacity planning.
- Provide administrative and logistical support to delivery and programmes as required.
- Support the operationalisation of Power & Integrity's aims, Integrity Framework and ways of working, helping embed values-led, equitable and power-aware approaches.

About You

You are someone who is both practical and thoughtful, able to get things done while also noticing what could work better. You are comfortable bringing structure into a developing environment, without over-complicating things. You use good judgement, communicate clearly, and are able to prioritise in a way that supports the whole organisation.

You are likely someone who:

- enjoys creating clarity where there is ambiguity
- takes ownership and follows things through
- is calm, reliable, and organised
- can work both independently and collaboratively in a small team
- notices where systems or processes could be improved, and takes steps to improve them
- is interested in working in a purpose-led, values-driven organisation

What We're Looking For

We value multiple forms of knowledge, including formal education, professional learning, lived experience and reflective practice. A university degree is not required.

Essential

- Experience in an operations role in a small organisation (charity, CIC, or similar).
- Confidence improving systems and processes.

- Strong organisational skills and attention to detail.
- Experience with Microsoft 365 (SharePoint, Teams, Outlook).
- Comfortable working in a small, evolving organisation.
- Experience providing executive or administrative support, including diary management, meeting coordination and preparation of materials.
- Confident supporting financial and administrative workflows, including invoices, expenses, budget tracking and approvals preparation.
- Strong coordination skills, with experience supporting projects, taking minutes and coordinating meetings.
- Trusted to handle confidential and sensitive information with discretion.
- A commitment to social justice, equity and working in a purpose-led, values-driven organisation.
- UK-based and comfortable working in a primarily remote environment, able to travel across the UK occasionally.

Desirable

- Experience coordinating consultancy, advisory or professional services projects.
- Experience supporting boards, committees or governance processes.
- Familiarity with finance processes, budget monitoring or bookkeeping support.
- Familiarity with reflective practice, learning organisations or systems change approaches.
- Lived experience of marginalisation and/or a deep understanding of power, oppression and structural inequality.

Ways of Working

Power & Integrity practices flexible and remote-first working. This role requires availability to engage with colleagues, associates, clients and the Board, including occasional travel across the UK.

In delivering this role, the postholder will work in a manner consistent with Power & Integrity's values-led and collaborative approach, having regard to the principles and practices set out in our **Integrity Framework.**