

Job Information Pack

Head of Operations

Deadline: 5pm, Friday 23 October 2026

hansardsociety.org.uk



About you and the role

The future of parliamentary democracy is one of the defining questions of our time. At the Hansard Society, we are making the case for a Parliament that can meet the challenges ahead. We are looking for a Head of Operations to help turn that ambition into action.

You will join a small, ambitious charity with an international reputation as we launch a campaign for a more effective Parliament. To support that work we are developing training programmes that advance our educational mission and generate income; improving our website and digital communications so our work reaches and engages more people; and strengthening fundraising through individual giving to support our core work. This is a senior, hands-on role with considerable autonomy and the opportunity to shape how the Society works as it grows.

You will lead our internal operations, taking responsibility for the finances, people processes, governance and systems that support everything we do. We are looking for someone who enjoys solving problems, makes sound decisions and spots opportunities as well as risks. We are looking for someone who enjoys making things happen, thinks creatively about how to use limited resources and shares our commitment to independent, non-partisan work.

You will bring matters to the Director or Board, which require their authority, providing them with clear options and recommendations. You will work closely with colleagues and external advisers, while being ready to roll up your sleeves and handle practical tasks yourself when needed.

By taking ownership of day-to-day operations, you will give the Director and colleagues more capacity to pursue the Society's mission, while helping us build the resilience and income to sustain it.

As our Head of Operations, here is what you will do:

Finance and commercial administration

- Lead the Society's day-to-day financial management processes, working with the Treasurer, outsourced accountants and a Finance and Administration Assistant. Monitor budgets and cash flow, maintain appropriate controls and approvals, and provide clear financial information to the Director and Board.
- Oversee invoicing, payments and reconciliations through the Assistant and external providers; monitor subscriptions, contracts and other earned-income renewals, and help ensure income is collected promptly.

- Develop the financial and operational arrangements for paid training and events, including pricing information, contracts, bookings, payments, delivery costs and reporting.

Governance, risk and compliance

- Co-ordinate the Board meeting cycle with the Director and Chair, including agendas and papers, meeting arrangements, decisions and follow-up. Attend Board meetings and advise on operational matters.
- Maintain the compliance calendar, risk register, and required Charity Commission and Companies House records and filings, obtaining professional advice and appropriate approval where needed.
- Review, develop and keep up to date the Society's operational policies and procedures, including those covering equality, diversity and inclusion, health and safety, data protection and privacy, seeking advice from our external HR advisers or other specialists where appropriate.
- Co-ordinate finance and operational information for reporting to funders and sponsors, working with colleagues and trustees responsible for those relationships.
- Lead the Society's operational data protection processes, including records, retention, supplier arrangements, staff guidance and responses to information requests, seeking specialist advice where necessary.

People and organisational management

- Manage recruitment administration, contracts, onboarding, leave and absence systems, staff policies and recurring HR tasks, drawing on external professional advice when needed.
- Line manage and support the Finance and Administration Assistant, with clear responsibilities and priorities reflected in their part-time hours.
- Help colleagues plan and co-ordinate work and improve how tasks and information are handed over.

Systems, suppliers and office

- Manage supplier contracts, procurement, renewals and service standards for IT, software, insurance and other services. Resolve problems and recommend improvements that offer good value for money.
- Oversee the office, equipment, facilities and health and safety arrangements. Liaise with the landlord and fulfil the Society's tenant representative responsibilities.
- Improve systems for records, contacts, payments and reporting so that information is accurate, secure and available to the colleagues who need it.

Events, training and membership

- Put reliable arrangements in place for events and training, including venues, suppliers, bookings, speakers, attendees, budgets, payments and follow-up. Work closely with colleagues responsible for programme content and communications.
- Oversee the administration of the Society's membership scheme and its associated CRM processes. Help improve the experience of members and co-ordinate members' events, including the AGM.

Fundraising/income generation

- Work with the Director and colleagues to ensure that fundraising and earned-income plans are supported by sound budgets, accurate records, practical delivery arrangements and timely reporting.
- Identify opportunities to improve the financial sustainability of the Society's activities, assess their likely costs and capacity requirements, and help turn viable ideas into workable services or processes.
- Support the administration and fulfilment of grants, sponsorships and other funding agreements. The Director will retain the lead on fundraising strategy and major external relationships.

This is a new role, and you will help shape it. You will need to manage competing priorities, and work with the Director to set and review priorities as the Society develops. The post carries considerable responsibility and offers scope to develop and grow as the Society's work expands.

Your skills and experience

You could be a strong candidate if you bring:

- Experience managing operations, finance processes or organisational systems, with the judgement to take responsibility across several areas of a small organisation.
- Examples of improving how an organisation works and seeing changes through to implementation.
- Confidence working with budgets, financial information and controls, and with and external accountants or finance specialists. Practical bookkeeping experience would be useful, but a professional accountancy qualification is not required.
- Experience of co-ordinating people processes, governance, compliance or contracts, and the judgment to know when specialist advice is need.
- Strong organisational and project management skills: you can set priorities, manage competing deadlines, pay attention to detail and work with limited supervision.
- The ability to make decisions and explain risks, options and recommendations clearly.

- Strong written and interpersonal skills, and the ability to work constructively with colleagues, trustees, suppliers and external partners.
- Confidence using everyday digital tools, including CRM systems, and the curiosity and creativity to explore how new tools could improve our processes, reduce routing work and help the team work more effectively.
- An enterprising approach to new income and delivery opportunities, grounded in a realistic understanding of costs, capacity and implementation.
- An interest in Parliament, political awareness, and a commitment to the Society's independent, non-partisan values.

We welcome candidates whose experience was gained outside the charity or political sectors. We are interested in what you can do and how you approach problems; you do not need to have followed a particular career path.

What we offer

Contract: Permanent, subject to a probationary period. We would ideally appoint someone full-time but will consider applications from people seeking to work four days a week (0.8 FTE).

Salary: £45,000 – £52,000 a year, pro-rata for part-time work. We expect to appoint towards the lower end of the range, depending on experience. There is scope for salary progression after 12-months, linked to success in establishing the role, achievement of agreed objectives, and growth in the Society's income base.

Pension: 7% contributory pension with a 2% minimum employee contribution.

Annual leave: 25 days plus the days between Christmas and New Year and bank/public holidays.

After successful completion of the probationary period, staff are also eligible for an interest-free season ticket loan (paid back via monthly salary deductions).

We support staff in developing their professional networks through relevant membership bodies/associations.

The Society subscribes to an Employee Assistance Programme which offers advice and counselling via a confidential phone line and website, with advice provided on a wide range of subjects including personal financial and legal matters, and work-life balance.

Location: Our office is based at The Foundry, 17 Oval Way, London, SE11 5RR. A dedicated centre for charities and non-profits, it is just a short walk from Vauxhall and Oval underground stations and 15 minutes from Westminster. Staff do sometimes work from home, but the successful candidate would be expected to be in the office at least three days per week.

Occasional travel may be required to other parts of the UK for meetings and events, and the role may, from time to time, involve weekend/evening work.

Please note that **you must be entitled to work in the UK**. We will not sponsor visa applications.

Application process and deadlines

Deadline for applications: 5pm, Friday 23 October 2026

The Society is using an anonymised online application process for the first stage of recruitment. To apply, follow this link: <https://app.beapplied.com/apply/z9fhzd3vtq>

Online application

The application has three parts:

1. About you

Here we ask you to complete some personal details. This information will not be visible to those assessing and scoring your application. You will be asked to confirm that you are entitled to work in the UK.

2. Short questions

Here we ask you to respond to 6 scenario-based questions relating to your skills and suitability for this role. Each question has a 250-word limit. You can save your answers and leave the system if you want to and then return to complete or amend your answers before submitting your application. The questions are intended to test how you would exercise judgement in the role, without requiring prior knowledge of Parliament or the Hansard Society's systems. The questions cover:

- prioritisation and judgment;
- financial management;
- building a workable system;
- people management and collaboration;
- risk and escalation; and
- enterprise and mission.

3. CV

Here we ask you to upload your resume. This should be no longer than two A4 pages. This will also be anonymised by the Applied system prior to consideration by our review team.

Reviewing the applications

Please note that you must confirm that every answer you submit is entirely your own work – free from plagiarism and not produced by AI tools. Responses generated by systems like ChatGPT and Claude are often easy to spot, and our application platform, Applied, provides reviewers with an AI-generated reference answer to help identify and flag such responses.

Each answer you provide will be anonymised and reviewed in random order by several different reviewers. Because each reviewer may not see all your answers, avoid referring to other responses in your application. For example, instead of writing “as explained earlier,” make sure each answer is complete and can stand on its own.

Once your application has been reviewed anonymously, we will combine the scores from each reviewer and calculate an average. This score will determine whether you make the shortlist for interview.

We appreciate the time and effort every candidate invests in applying. Because we value feedback, if you are not selected for interview, we will still contact you and let you know how you performed.

We will only ask you to provide references if you reach the second interview stage and we will only contact them if you are offered the post.

Interviews

First interviews will be held online via Zoom and are expected to take place on Tuesday 3 November and Friday 6 November 2026.

Candidates invited to a second interview will be interviewed in person the following week, on Tuesday 10 November or Friday 13 November. Reasonable travel expenses will be reimbursed.

Start date

As soon as notice periods permit.

Enquiries

If you wish to discuss this post informally with the Director, Ruth Fox, please email ruth.fox@hansardsociety.org.uk and we will arrange a call at a mutually convenient time as soon as possible.

Your data

The personal data we collect as a result of your application will be processed in accordance with our [Privacy Policy](#).

We are an equal opportunities employer

We welcome and encourage applicants from all backgrounds. We do not discriminate on the basis of age, disability, LGBT or relationship status, pregnancy and maternity, race, religion and belief, sex or social class. Currently, BME people are under-represented in our staff team, so we would particularly welcome applications from these communities.

About the Hansard Society

The Hansard Society is the UK's independent charity dedicated to strengthening Parliament. As Westminster's "critical friend", we explain how Parliament works, why it matters, and how it could be more effective.

Founded in 1944 as a non-partisan membership organisation, the Society counted Winston Churchill and Clement Attlee as its first members. We receive no public funding from Government or Parliament. Our independence, and our ability to make an impact, depend on the income we raise to support our work each year. You can read our latest Annual Report and Accounts on our website.

Our work

Our goal is a more effective Parliament. A new and significant opportunity to advance it has arisen: the Prime Minister has acknowledged that Westminster, as well as Whitehall, needs reform, but the new Government has no settled programme for modernising how Parliament carries out its core work.

Over the next 12 months, we will develop the "A More Effective Parliament" programme, a campaign that connects parliamentary reform to outcomes that matter beyond Westminster: better policy, clearer accountability, more predictable law-making and better use of public money. Our manifesto will bring together proposals covering areas such as:

- the passage of primary legislation, including scrutiny before and after Acts are passed;
- delegated legislation;
- treaties and trade agreements;
- scrutiny of the UK's relationship with the European Union;
- the Budget and Estimates process;
- scrutiny of issues that cut across Government, including devolution, decentralisation, artificial intelligence and technology; and
- Parliament's own governance, rules, culture, customs and calendar.

The manifesto will explain how these issues connect, make the practical case for change and set out a realistic route to implementation. It will distinguish reforms Parliament can make itself from those that require Government action.

Our research shows how weaknesses in parliamentary processes can lead to poorly designed legislation, inadequate scrutiny, weak accountability and avoidable implementation problems. We are a leading source of expertise on delegated legislation and statutory instruments. Parliamentary committees and the media regularly turn to us for analysis, and our Statutory Instrument Tracker® helps people outside Parliament follow this often-opaque area of law-making.

We also work on wider legislative and procedural questions, including Private Members Bills, financial scrutiny and Parliament's role in examining treaties and trade agreements. Across these areas, we make a practical case for reform that speaks to Ministers, parliamentarians, officials, businesses and civil society organisations.

Our weekly Parliament Matters podcast, presented by our Director, Dr Ruth Fox, and former BBC parliamentary correspondent Mark D'Arcy, is a flagship part of that work. By explaining what happens in Parliament and asking how it could work better, it has extended our reach among MPs, Peers, parliamentary staff, civil servants, lawyers, academics and the wider public. We aim to inform, educate and entertain.

We publish Parliamentary Affairs, an international journal on representative democracy. We also bring people together through debates, lectures, seminars and workshops. In the past year, we hosted the official hustings for the election of the Lord Speaker and the new Lord Speaker's first public speech on the future of the House of Lords.

To support our campaign for a more effective Parliament, we have three operational priorities: developing paid training that advances our educational mission and generates income; improving our website and digital communications so our work reaches and engages more people; and strengthening fundraising through individual giving and support for our core work. The Head of Operations will help put the systems and resources in place to deliver these priorities and sustain them over time.

Governance

A registered charity, the Society is a membership organisation which is governed by an independent Board of Trustees with experience across Parliament, journalism, law, public service, technology and organisational leadership.

Underpinning our commitment to non-partisanship, the Speakers of the two Houses serve as honorary Co-Presidents of the Society.

Further information about the Society can be found on our website: hansardsociety.org.uk.

Hansard Society

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