

Join our team

Operations and Executive Support Manager

At a crucial moment for the protection of people, rights and democracy, we're looking for an exceptional Operations and Executive Support Manager to help keep Protection Approaches running brilliantly. Working at the heart of our small, ambitious team, you'll take ownership of the day-to-day operations, provide vital support to our Co-Executive Directors, and ensure our people have everything they need to deliver work that has never been more important.

Salary:	£42,000 - £45,000 per annum depending on experience
Contract:	Permanent
Hours:	Full time, 35 hours per week, flexible working hours
Location:	Based at Protection Approaches' offices in London, with optional 2 days from home
Deadline:	Sunday 29 November, 11.59pm

About the role

We're looking for someone who loves making things work. Someone who takes pride in being highly organised, solving problems, supporting colleagues, and making sure that all the things an organisation needs to function smoothly actually happen. You'll also genuinely love working with and among others. You'll see the significance of your role in strengthening our team culture and working environment, and want to be a positive, engaged presence in our office for at least three days a week.

We're a small team of around ten people doing ambitious, often fast-moving work. This role combines responsibility for our day-to-day operations with executive support to our two Co-Executive Directors. Reporting directly to one of the Co-Executive Directors, you'll have considerable ownership of how our internal operations are organised, from developing and overseeing effective systems and processes to coordinating the practical arrangements that keep everything running smoothly.

One day you might be developing a new internal system, coordinating a Board meeting, arranging international travel or managing a complex diary. The next, you might be preparing contracts and agreements, liaising with IT support to resolve an equipment issue, planning a team away day or making sure the office is well stocked. You'll also work closely with our established external HR and finance teams, who provide specialist support to the organisation.

We're looking for someone who is highly organised, resourceful and comfortable managing competing priorities. Someone with the confidence and judgement to work independently, anticipate what needs doing and take responsibility for getting things done. As the only dedicated operations professional in a small team, you'll need to be just as comfortable developing and overseeing organisational systems and processes as you are making sure the office snacks are well stocked. This is a genuinely hands-on role, and we're looking for someone who takes pride in getting both the big and small things right.

At a time when our work to prevent identity-based violence, protect rights and strengthen democracy has never been more important, excellent internal operations are essential to everything we do. By ensuring our team and leadership are well supported, you'll play a direct and valuable part in enabling Protection Approaches to deliver its mission.

We're looking for someone whose professional ambitions lie in operations, organisational management and executive support. You might come from a charity, a business or another sector entirely. What matters is that you're exceptionally good at making things happen and want to put those skills to work in an organisation making a difference.

What we're looking for

We are looking for an experienced operations and administrative professional with a proven track record of taking responsibility for the smooth running of an organisation, office or busy team. You might have worked in operations management, office management, executive assistance, business support or a comparable role.

Organisation and operational management

- Excellent organisational skills, with the ability to manage competing priorities, anticipate needs and take responsibility for ensuring things get done.
- Experience developing and improving internal systems, processes and ways of working, alongside managing day-to-day operational arrangements.
- Strong attention to detail, practical problem-solving skills and the confidence to exercise independent judgement.
- A proactive and resourceful approach, with the ability to respond calmly and effectively when priorities change or unexpected challenges arise.

Executive and administrative support

- Experience providing high-quality administrative or executive support, including diary management, scheduling, organising meetings, events and travel.
- Strong administrative and digital skills, including confidence using Microsoft 365 or comparable systems.
- Excellent written and verbal communication skills, including confidence engaging with senior colleagues, trustees, external stakeholders and suppliers.

- Discretion, reliability and professionalism when handling confidential information and sensitive matters.

Relationships and personal qualities

- Excellent communication skills, with a warm, approachable and collaborative working style and the ability to build positive relationships across an organisation.
- A genuine enthusiasm for operations and executive support, and pride in helping colleagues and organisations work effectively.
- A practical, hands-on attitude, with a willingness to take responsibility for everything from improving organisational systems to managing everyday office needs.
- Initiative, sound judgement and the confidence to work independently, alongside an appreciation of when to seek advice or involve colleagues.
- An interest in Protection Approaches' mission and a commitment to contributing to a positive, supportive and well-organised working environment.

We welcome applications from people with experience across different sectors. Previous experience in the charity sector is not required, we are interested in the skills, experience and personal qualities you bring to the role.

We do not expect candidates to meet every criterion. What matters most is that you have the experience and capability to take ownership of this role, enjoy the varied responsibilities that come with working in a small organisation, and want to put your skills to work in an organisation with a strong social purpose.

Core responsibilities

Organisational operations and systems

- Review how our internal systems and processes currently work, identify opportunities for improvement, and take the lead in developing and implementing more effective ways of working across the organisation.
- Coordinate the preparation and management of contracts, agreements and other organisational documentation, working with colleagues and external advisers where appropriate.
- Oversee relationships with suppliers and service providers, ensuring the organisation has the services and support it needs to operate effectively.
- Work closely with our external HR and finance teams to coordinate internal administrative processes, including expenses, invoices, recruitment arrangements and staff documentation.
- Support the smooth running of organisational governance and compliance processes, ensuring key records, policies and deadlines are maintained.

Office operations and team support

- Take ownership of the day-to-day running of our office, ensuring it is a welcoming, well-organised environment where colleagues have everything they need to work effectively.
- Coordinate office supplies, equipment, facilities and IT arrangements, working with external providers to resolve issues and ensure everything runs smoothly.
- Organise team meetings, away days and other internal activities, taking care of the planning and practical arrangements.

- Act as a central point of contact for colleagues on operational matters, anticipating needs, solving problems and ensuring things get done.

Executive support to the Co-Executive Directors

- Manage the diaries and schedules of both Co-Executive Directors, coordinating commitments, managing competing priorities and helping protect time for important work.
- Organise meetings, travel and engagements, including liaising with participants, arranging logistics and ensuring everything is well prepared.
- Help keep track of key commitments, deadlines and follow-up actions, ensuring important tasks and requests are not overlooked.
- Provide proactive, discreet and reliable executive support, anticipating needs and helping the Co-Executive Directors work as effectively as possible.

Board, governance and events coordination

- Coordinate meetings of the Board of Trustees and its committees, including scheduling, practical arrangements, papers and administrative records.
- Support communication and coordination between trustees, the Co-Executive Directors and colleagues.
- Organise the practical arrangements for organisational events, workshops, roundtables and external meetings, working with colleagues and partners to ensure they run smoothly.

Working at Protection Approaches

Protection Approaches is a small, ambitious and highly collaborative organisation. Working in a small team means being willing to muck in, take initiative and turn your hand to whatever needs doing. We value people who take ownership of their work, pay attention to the details, look for ways to make things happen and are as comfortable contributing to the everyday running of the organisation as they are contributing big ideas. We work hard, support one another and believe that no task is beneath anyone. In return, you'll have real opportunities to take responsibility and make clear contribution to the organisation's direction and impact.

We know that the nature of our work can sometimes mean additional demands on our team that would not be found in other sectors. Through the work we do, we all come into contact, often daily, with those who have varied proximities to or experience of identity-based violence. Additionally, the responsibility we have to those communities we work with and the importance of the work we do can sometimes mean longer hours or stressful workloads during certain periods, particularly at times of political or humanitarian crisis where our work can make a difference. The nature of our work and its pressures are also rapidly changing. These are unavoidable aspects of Protection Approaches' work. However, as an organisation we are constantly trying to improve the ways we ensure the wellbeing of our team. We have a series of measures in place to support our staff deliver this difficult but vital work:

- Flexi hours — all staff members at Protection Approaches work flexible working hours allowing them to better plan their workload as well as make time for things they need to do outside of work.
- Employee assistance programme — all staff members have access to a free employee assistance programme including a 24/7 helpline with trained operators able to help with and

advise on any issue you are facing, including referring you and/or your family to free counselling services.
- Training and support— from pre-emptively preparing for impacts of our work to strengthening cyber and personal security protocols, we recognise the challenges that come with working in our field during a period of rights rollback and intensifying efforts to undermine our wider movement. All team and specific trainings are part of team and personal professional development.
- Duvet days — all staff are entitled to take 'duvet days', which are unscheduled day's leave from work, taken to alleviate stress or pressure, that do not count against holiday days or sick days.

How to apply

We want to get a sense of your experience, what you enjoy about operations and executive support, and what you would bring to our team.

To apply, please send the following to recruitment@protectionapproaches.org by 11.59pm on Sunday 29 November 2026

1. **Your CV**

An up-to-date CV outlining your relevant professional experience.

2. **A short statement (maximum 200 words)**

Tell us why you want to join Protection Approaches and what interests or excites you about this role. We're particularly interested in what you enjoy about working in operations and executive support, and why this opportunity appeals to you.

3. **Answer the following questions**

We're happy for you to answer these questions in writing or through an audio recording, whichever you prefer. We're not looking for lengthy responses, as a guide, we'd suggest around 200 words or less per question, or approximately two minutes per question if recording audio. These aren't strict limits, and we're much more interested in what you have to say than how you choose to present it.

Tell us about a time you helped make a team or workplace work better.

What was your role, what did you do, and what difference did it make?

What do you think makes someone exceptional at providing operations and executive support in a small organisation?

We're interested in how you approach working with colleagues, balancing different responsibilities and ensuring things run smoothly.

What additional considerations do you think might be important when providing operations and executive support to an organisation like Protection Approaches, given the nature of our work?

We're interested in how you think about the particular responsibilities, challenges and sensitivities that might arise in this role, and how you would approach them.

Selection process

We aim to make our recruitment process as open, fair and accessible as possible. We particularly encourage applications from people who might otherwise think twice about applying, including people from minority ethnic groups, LGBTQI+ applicants and disabled applicants.

In the first round, applications will be assessed based on candidates' relevant professional experience, their motivation for applying and enthusiasm for operations and executive support, and their demonstrated ability to take responsibility, solve problems and improve how organisations work.

Shortlisted candidates will be invited to interview, where we will explore their interpersonal skills, experience, judgement and approach to working with colleagues. Candidates may also be asked to complete a short practical exercise.

All applicants will be informed of the outcome of their application, and feedback will be offered to candidates invited to interview. We aim to progress the recruitment process as swiftly as possible but as a small team, which does all the recruitment in-house, this can sometimes take longer. Please bear with us and know that we will always get back to you with the outcome of any application.

If you have any questions regarding the role or require adjustments to the application or selection process, please contact recruitment@protectionapproaches.org.

Applicants must have the right to work in the UK.