



# Community Action Redbridge



**Operations Director**

Candidate Information Pack

March 2026

## Welcome from our CEO

Thank you for your interest in joining Community Action Redbridge.

We're a local infrastructure organisation dedicated to building a fairer Redbridge, where everyone and every community has an equal opportunity to thrive. Through our work, we support the development of strong and resilient communities where people lead happy, healthy, and fulfilling lives. At the heart of everything we do is a commitment to social justice and tackling the root causes of inequality. We believe that everyone has a role to play in building a better Redbridge, and we work collaboratively to create a borough where people have the opportunities, tools, and confidence to realise the change they want to see.

This is a challenging yet exciting time to join us. The voluntary and community sector is navigating a complex and evolving landscape, and small charities like ours are finding new ways to respond and adapt. At Community Action Redbridge, we have ambitious plans to grow our impact, strengthen our organisational resilience, and reimagine how we work – making us stronger, more efficient, and better placed to deliver for our members and the people and communities we serve.

As Operations Director, you will play a pivotal role in leading this journey. You will provide strategic leadership across our core operational functions, ensuring our organisation is equipped to deliver on its mission now and in the future. You will lead our newly formed operations team, building the enabling infrastructure that strengthens our people and programmes, and ensuring we can respond effectively to the opportunities and challenges ahead. As a member of our senior leadership team, you will also help foster a culture of shared leadership, continuous learning and improvement, and creating an environment where everyone feels valued, supported, and empowered to do their best work.

If you're excited by driving operational excellence, motivated by solving complex organisational challenges, and ready to lead with vision, we'd love to hear from you.

Thank you once again for your interest in Community Action Redbridge. I hope you are as excited as we are about the opportunity to join us at this pivotal moment.

Warmly,

*Jenny,*

CEO Community Action Redbridge



**“I think is one of the best things that I've come across, going through all different services, [Community Action Redbridge, Community Connections] particularly helped me a great deal.”**

*- Connected Communities user*

# About us

## Who we are

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**Community Action Redbridge** is a local infrastructure charity dedicated to building a fairer Redbridge where everyone and every community has an equal opportunity to thrive. Through our work, we support the development of strong and resilient communities where people lead happy, healthy, and fulfilling lives.

At the heart of our work is a commitment to social justice and to tackling the root causes of inequality. We're passionate about shifting power, amplifying community voices, and working collaboratively to create social change.

## What we do

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We do this by:

- Strengthening and championing the voluntary, community and social enterprise (VCSE) sector, so local organisations have the tools and support they need to grow and thrive.
- Supporting local people to drive change in their own communities, through social action, volunteering and active participation.
- Bringing people and organisations together, from the VCSE sector, public services, and local businesses, to collaborate on shared ambitions for Redbridge.

# Our vision, mission & values

## Vision

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Our **vision** is of a fairer Redbridge where everyone and every community thrives.

## Mission

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Our **mission** is to support strong and resilient communities where people lead happy, healthy and fulfilling lives.



Community  
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Redbridge

## Our values



### WE SHIFT POWER

- We reflect on and acknowledge our own power and privilege, individually and as an organisation.
- We challenge ourselves to find new ways of equalising power and encourage others to do the same.
- We support others to step into spaces of power and build the confidence to take the lead.
- We are accountable to the people and communities we serve.



### WE COLLABORATE

- We invest time in making connections and nurturing relationships and trust.
- We are open to new ideas and different ways of working, even when they feel uncomfortable to us.
- We embrace diversity and actively seek perspectives that are different to our own.
- We approach problems with curiosity and focus on solutions and innovation.



### WE LEARN

- We are inquisitive and open-minded.
- We know we don't always get it right. We own our mistakes, reflect on them and learn from them.
- We actively seek, reflect on and learn from feedback.
- We use analysis and evaluation to inform future action.



### WE SEE THE BIGGER PICTURE

- We focus on the root causes, not just the symptoms of the problems we're trying to solve.
- We understand that the challenges we face are complex and interconnected, and we work holistically to understand and address them.

## Our strategic priorities

- **Harnessing the power and potential of people and communities.**
- **Connecting, strengthening and championing the voluntary, community and social enterprise sector.**
- **Influencing meaningful change and transformation in systems, policies and practice.**

### **Harnessing the power and potential of people and communities**

#### **Objectives:**

- Supporting local people to set their own goals and facilitating stronger connections to help them achieve their aspirations.
- Engaging with communities to better understand their ambitions and needs.
- Enabling communities to identify their own priorities and draw on their own assets to improve the quality of community life.

#### **Outcomes:**

- Local people feel an increased sense of resilience, agency and control.
- Greater understanding of community priorities and how inequalities are experienced by local people.
- Increased capacity for social action in communities to respond to their own priorities.

### **Connecting, strengthening and championing the VCSE sector**

#### **Objectives:**

- Facilitating stronger connections by creating spaces to explore the complex challenges we face.
- Building the capacity of VCSE organisations through training and bespoke support.
- Advocating for greater influence and investment in the sector by building stronger relationships with decision-makers.

#### **Outcomes:**

- VCSE organisations have stronger connections to learn from each other, problem-solve together and collaborate on shared priorities.

- VCSE organisations have the skills, tools and resources they need to increase their reach, impact and resilience.
- Greater recognition of the role and value of the VCSE sector.

### Influencing meaningful change and transformation in systems, policies and transformation in systems, policies and practice

#### Objectives:

- Creating opportunities to unite people and organisations to explore ideas together.
- Strengthening the VCSE sector's voice and influence by harnessing the sector's collective power.
- Amplifying community voice in decision-making by sharing data and insight.

#### Outcomes:

- Stronger connections between local people and organisations to support systemic change.
- Better solutions through working together and centring decision-making around the lived experiences of local people.
- The VCSE sector and local communities are recognised for their expertise and are supported and empowered to drive and lead change.

## Our commitment to diversity

Community Action Redbridge is committed to promoting and valuing equality and diversity in all activities. We welcome and celebrate the diversity of the communities in Redbridge and are strongly committed to achieving equal opportunities and access for all people and groups in society.

Equality and diversity is the cornerstone of all of our policies and procedures. We are proud of the actions we take to eliminate discrimination and prejudice to ensure inclusion and engagement for all the people who work and volunteer with us or wish to use our services. We will continue to strive towards a culture that is diverse, and which recognises and develops the potential of all our employees, trustees, volunteers and service users and, wherever possible, we will go above and beyond the minimum legal requirements in order to achieve this”.

## Background and purpose of role

This is an important and exciting time for Community Action Redbridge.

With an income of just under £1 million and a diverse portfolio of grant-funded programmes, they are in a period of transformation, with ambitious plans to grow their impact and strengthen organisational resilience.

The Operations Director role is a new leadership position bringing key support and enabling functions into a central team. This now requires dynamism and forward-thinking to help drive momentum, reimagine how efficiency and effectiveness will be enhanced and, embed a culture of continuous learning and improvement.

Early priorities will be to bring the team together, strengthen their connection with delivering, and shaping, strategy. This will include using new technology to simplify processes, reduce non added value activities and free time for more client contact. The team will also help build financial awareness and understanding, data analysis/decision making and social media skills across the organisation.

Key to this will be inclusive and creative leadership to draw out strategic priorities with the team, help build their individual plans and KPIs, sponsor connections, clear blockages and develop confidence.

Community Action Redbridge is cultivating an empowering and inclusive team culture, promoting wellbeing and professional development, while embedding improved impact, accountability, and its values of shifting power, collaborating, learning, and seeing the bigger picture.

This role is for 28 hours over 4 days (or 5 if preferred) with 3 of those in the office, ideally Tuesday to Friday, to ensure leadership team presence.

As an organisation rooted in community, regular in-office presence is important to foster collaboration, connection and team cohesion.



# Role description

<b>Location</b>	The Lodge, Gaysham Avenue, Gants Hill, IG2 6TD
<b>Time Commitment</b>	28 hours per week
<b>Responsible to</b>	Chief Executive Officer
<b>Responsible for</b>	Finance Manager, Digital Development Manager, Communications & Engagement Manager, People & Operations Officer
<b>Contract</b>	Permanent
<b>Salary</b>	£52,000 per annum, pro-rata (£41,600 for 28 hours per week)

## Role summary

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Provide leadership and practical support to ensure that operations run smoothly and effectively. Ensure systems and processes are aligned with the strategic goals and comply with relevant legislation and regulation.

An integral part of the wider leadership team tasked with bringing CAR's vision to life, driving forward our strategic priorities, and fostering a working culture where people feel valued, supported, and empowered to do their best work

## Responsibilities

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### Operational and Change Leadership

- Lead the procurement of outsourced services, including auditors, IT support and HR.
- Manage contracts and relationships with key outsourced services, ensuring quality and performance against agreed service levels.
- Continually review business processes and operating practices to improve efficiency and ways of working across the organisation.
- Oversee digital transformation projects, maximising the use of digital technology to improve efficiency and enhance our impact.
- Oversee the organisation's communications function, ensuring that communications activity is strategically aligned and effectively supports organisational priorities.

## **People & Culture**

- Lead the review and development of HR policies and procedures in line with legal requirements, best practice and Community Action Redbridge values, drawing on external expertise as necessary.
- Lead on internal communications and engagement, including staff surveys and associated action plans.
- Oversee the development and implementation of recruitment processes for vacant posts, ensuring compliance with the Community Action Redbridge recruitment policy and employment law.
- Oversee the implementation of formal HR procedures and act as the key point of contact with Community Action Redbridge's external HR advisors.
- Ensure that employee records are organised and up to date.

## **Governance, Risk and Compliance**

- Oversee all compliance matters EG employment law, safeguarding, health and safety, and data protection.
- Lead on the development and review of the Community Action Redbridge Business Continuity Plan.
- Ensure appropriate insurance arrangements are in place.
- Act as Company Secretary and ensure that all statutory and regulatory requirements are complied with, including all reporting obligations in relation to the Charity Commission, Companies House and HMRC.
- Support the CEO with organisational risk management, including compiling and maintaining the organisational risk register.
- Support the CEO to prepare reports and proposals for Board and committee meetings and attend when required.

## **Financial Leadership**

- Oversee the preparation of the annual budget.
- Oversee the annual audit, production of the annual accounts and compile the annual Directors' Report.
- Oversee the development of budgets for funding applications, ensuring that projects are fully costed and financially viable.

- Work collaboratively with the CEO and senior leadership team on the development and implementation of organisational fundraising strategy, fundraising plans, and financial resilience planning to support long-term sustainability.
- Oversee the finance function and ensure that quarterly management accounts, processing of invoices and payments are timely and correct.

### **Team Leadership**

- Lead, inspire, and develop the core Operations team, setting high expectations, modelling values-based leadership, managing performance and providing professional development and wellbeing support.
- Promote cross-function collaboration and learning to maximise impact and resource efficiency.

### **General Duties**

- Actively contribute to collective decision-making as a member of the Senior Leadership Team, ensuring a cohesive, collaborative approach to organisational leadership.
- Share responsibility for organisational governance, risk management, compliance, and long-term sustainability.
- Lead or contribute to organisation-wide development priorities, cross cutting initiatives, and strategic projects as required.
- Actively promote a culture of continuous improvement, learning and innovation.
- Practise and actively promote Community Action Redbridge values and ways of working.
- Actively promote diversity, equity and inclusion, and help to ensure that Community Action Redbridge works anti-oppressively and challenges injustice.
- Contribute to the continuous development and performance of the organisation.
- Actively participate in support and supervision, annual appraisals, team meetings, away days and appropriate training and development opportunities.
- Adhere to all Community Action Redbridge policies and procedures.
- Undertake any other duties as required and in line with the purpose of the post.

## What you will bring

- Significant experience in a senior operations or leadership role working across multiple disciplines
- Experience in several of the operational areas detailed, with a proven ability to apply best practise solutions and to quickly pick up new skills
- Able to lead multiple operational functions, to prioritise, make best use of resources, and ensure they are aligned with mission and strategic priorities. Experience in managing outsourced functions, an advantage.
- An inclusive leadership style to foster collaboration and cohesion, champion professional development, and create the conditions for others to lead, thrive, and collaborate effectively
- Ability to oversee and guide financial planning, monitoring, reporting, and compliance.
- Experience in reviewing budgets, analysing expenditure, able to identify financial risks and opportunities to inform strategic decision-making and long-term sustainability.
- Rigorous problem solving and accomplished data-driven decision-making, evidence and insight based to drive innovation, and operational excellence.
- Skilled at recognising when specialist advice is required and taking timely action to manage risk and uphold organisational integrity
- A track record of embedding organisational change and able to inspire, influence, and bring others on the journey
- Proven ability to identify improvements in organisational systems and processes, with a focus on innovation, efficiency, and impact
- Excellent organisational, prioritising and time management skills
- Fluency with digital systems including Microsoft 365
- Excellent communication, influencing and engagement skills
- A 'can do' hands on and proactive approach, able to work creatively and with impact in resource limited environments
- Resilience, change readiness, self-awareness and a commitment to learning for yourself and your team
- Previous experience of fundraising an advantage

## Ready to apply?

[Eastside People](#) is supporting Community Action Redbridge in the recruitment of this role. Please [click here](#) to apply by submitting your CV **and** a cover letter **both in Word doc format**.

Please use the cover letter (max 2 pages) as an opportunity to add to the information you have shared in your CV and ensure that you cover:

- Your interest in the Operations Director role and in Community Action Redbridge
- Having read the information pack, the relevant experience and skills you would bring to this role (paid work, study, community/voluntary work etc)

You are welcome to send your cover letter in writing, or as a video or audio clip, alongside your CV. Any video or audio submissions should be emailed to [bryan@eastsidepeople.org](mailto:bryan@eastsidepeople.org).

If you would like a call to discuss any of the roles in more detail, please email Bryan McPaul to arrange a convenient time at [bryan@eastsidepeople.org](mailto:bryan@eastsidepeople.org). Having a call of this kind will not influence the success or otherwise of your application.

We want you to have every opportunity to demonstrate your skills, ability and potential. If you have a disability or require reasonable adjustments during the application or interview process, please contact us so we can support you appropriately.

**The closing date for applications is Fri April 24<sup>th</sup> 2026.**

Shortlisting interviews will take place by Teams and shortlisted candidates will have an interview with Community Action Redbridge at their offices on **May 6<sup>th</sup>, 7<sup>th</sup> or 12<sup>th</sup> 2026.**

**Community Action Redbridge believes in being inclusive and giving everyone an equal chance to succeed.**

**Applications are welcome from all regardless of age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or social economic background.**

## Finally

We understand AI can be a helpful tool, but please use it with caution and ensure your application is personalised and accurate.

If you know anyone else who might be interested, then please pass this Information Pack on as we would be very pleased to hear from them.



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