

# Appointment of Operations and People Manager - Maternity Cover



# Introduction

## Welcome

National Numeracy's vision is for everyone in the UK to get on with numbers so they can get on with life. Our mission is to improve how people understand and work with numbers in day-to-day life – sparking better opportunities and brighter futures. We want to empower everyone in the UK to have the number confidence and numeracy skills that allow them to fulfil their potential at work, home and school.

National Numeracy was established as an independent charity in 2012 to help raise low levels of numeracy among both adults and children and to promote the importance of numeracy in everyday life. We challenge negative attitudes, influence public policy and offer practical ways to help adults and children improve their confidence and skills in working with numbers.

Over the past decade, we've learnt that the scale of the issue is huge, its impact significantly underestimated and that it is having a disproportionate impact on disadvantaged communities. That's why we are increasingly focused on supporting those with the lowest numeracy in areas of greatest need, where numeracy is an integral piece of the puzzle for social mobility.

We focus on the value, opportunities and outcomes that improving numeracy can help deliver: getting into or on at work and building sustainable careers, being able to make sense of our finances and feeling more in control of our money, and supporting the children in our care to feel positive about maths and the benefits it brings to our lives.

By working with communities, employers and schools, we want to enable everyone across the UK to be confident and competent with using numbers and data, so they can make good decisions in their daily lives.

Our work demonstrates that supporting people with low numeracy to improve and, as a result, feel better equipped in life is possible and possible at real scale. We know what works and together with our partners and supporters we can accelerate our impact to open up opportunity for not just thousands, but millions more people.

It is an exciting time at National Numeracy. We are growing our impact across the country and this is reflected in the continued expansion of the charity and our staff team. Please consider joining us.

Thank you for your interest in National Numeracy.

**Sam Sims, CEO**



Above: Sam Sims - National Numeracy CEO at National Numeracy's 10th Anniversary event.

### About National Numeracy

**We are on a mission** to empower children and adults in the UK to get on with numbers so they can fulfil their potential at work, home and school. Our work improves how people understand and work with numbers in everyday life, sparking better opportunities and brighter futures.

**The issue:** Numeracy levels in the UK are significantly below the average for developed countries: nearly half the working age population (49%) has the expected numeracy level of a primary school child. And it costs the UK economy a staggering £25 billion a year.

**Enabling social mobility:** Basic number skills and confidence provide a gateway to financial inclusion, wellbeing and employment prospects. Without number confidence and skills, people are locked out of many life opportunities. And it's a problem handed from one generation to the next.

**Enabling a fairer society:** Poor numeracy blights lives and livelihoods. People with low numeracy earn less, and it contributes to pervasive problems from unemployment to poor health and debt.



*To overcome your fears, you've got to face them head on, and that's what I did, with the National Numeracy Challenge. Numbers don't scare me anymore... Improving my numeracy hasn't just helped me with my kids, it's helped me at work too. I've enhanced my CV and future job prospects.*



Jason Ace – National Numeracy Hero

**Our diversity:** Our stakeholders have different backgrounds and experiences, and we are committed to having a diverse team who can bring their experiences from work and home into this role. Therefore, we actively encourage applicants from black, Asian or minority ethnic groups, LGBTQ+ people and people with disabilities to apply for this role.

Below: Perdita Fraser – National Numeracy Chair of Trustees at National Numeracy's 10th Anniversary event.





### What is it like to work at National Numeracy?

We care about maintaining a collaborative, supportive environment for our team.

Here's what some of our staff say about what it's like to work at National Numeracy:



*From my first day at National Numeracy, everyone has been so warm and kind. When people say 'no question is a silly question' that is 100% true at NN! Working with such passionate and supportive people is incredibly motivating and makes working at National Numeracy so rewarding!*



*I absolutely love working at National Numeracy! The team are so collaborative and well connected despite working remotely. I joined after a career break for parental leave and felt very well supported returning to work. The whole team are passionate about what we do and inspiring to work with.*



*I've been a member of the team for six months now and I can honestly say I have felt welcomed and supported from day one. It is brilliant to work as part of an organisation who are passionate about what we do and genuinely care for each other and what we collectively want to achieve!*



### Our Values

Our “**Core Four**” deeply held values define what's important to us. They guide our actions, drive our decision-making, and exemplify how we serve individuals and communities.

**Community commitment:** We put people first. We give 100% to our people, partners and communities.

**Trusted experts:** We are the UK's numeracy experts. We use data and evidence to offer credible, trusted insight.

**Empowered futures:** We empower people for positive change. We listen, build confidence and enable people to gain greater control over their futures.

**Always learning:** We believe change can happen. We are persistent and passionate in supporting people, partners and communities to accomplish their goals.

# About The Operations Team

## About the Operations Team



National Numeracy is an ambitious, forward-looking charity that is highly engaged in the world around us. The Operations & Impact team sits at the heart of the organisation, building the foundations for sustainability and growth, as well as providing the bedrock of support for the entire team to do their best work.

As a whole the team incorporates Finance, HR, Operations, Data, Impact and Research.

## The Role

This is a pivotal role at National Numeracy, helping to ensure our people, systems and processes enable the successful delivery of our mission to improve numeracy across the UK.

As a key member of the operations function, you will work closely with the Operations & Impact Director to strengthen organisational effectiveness, support colleagues across the organisation and help drive continuous improvement in the way we work.

During this maternity cover period, a particular focus will be supporting the ongoing development and adoption of our CRM and operational systems, ensuring they provide robust information, efficient processes and an excellent user experience. You will also play a central role in maintaining effective governance, supporting our people practices and helping to foster a positive, inclusive and high-performing organisational culture.

This role is ideal for someone who enjoys improving systems, enabling others to do their best work and helping mission-driven organisations operate effectively and sustainably.

The postholder will also provide line management and support to one team member, helping to ensure their development, wellbeing and contribution to organisational objectives.

The role is a maternity leave cover with an ideal start date in August 2026 and an anticipated end date of 31<sup>st</sup> July 2027. It would be suitable for either 4 or 5 days per week.

# Job Description

## Overview of main duties

### Operations & Systems

- Support the development and effective use of organisational systems, including the CRM.
- Improve systems, processes and ways of working across the organisation.
- Support the adoption of digital and AI-enabled tools to improve efficiency.
- Provide day-to-day support for operational and IT systems.
- Maintain operational procedures, documentation and guidance.

### Governance, Compliance & Risk

- Support organisational compliance, information governance and data protection activities, ensuring records and information are managed in line with good practice and legal requirements.
- Coordinate the review and maintenance of organisational policies, procedures and documentation.
- Support risk management processes, including maintaining the organisational Risk Register.

### People & Culture

- Manage recruitment, onboarding and induction processes, ensuring a positive and inclusive experience for new colleagues.
- Provide day-to-day support for people processes, HR administration and employee records.
- Support the delivery of initiatives that promote colleague wellbeing, engagement, learning and development, and inclusion.
- Gather and coordinate colleague feedback, helping to translate insights into practical improvements.

### Learning & Organisational Development

- Support a culture of continuous learning and development across the organisation.
- Encourage the sharing of knowledge, insights and good practice between teams.
- Identify opportunities to strengthen organisational capability, systems and ways of working.

# Person Specification

## Essential Skills / Experience

Experience in an operations, business support, people or organisational management role.

Experience coordinating organisational systems, processes or projects.

Experience supporting recruitment, onboarding and other people-related processes.

Good understanding of GDPR, data protection and information governance principles.

Strong communication and relationship-building skills.

Confidence using digital systems and tools and supporting others to use them effectively.

A proactive approach to problem-solving and continuous improvement.

Strong organisational and planning skills, with the ability to manage multiple priorities.

Experience of line management, supervision or supporting the development of others.

## Desirable Skills / Experience

Experience working with CRM systems and supporting their development or implementation.

Experience in the charity or not-for-profit sector.

Experience improving systems, processes or ways of working

Knowledge of employee engagement, wellbeing or EDI initiatives.

Experience using digital and AI-enabled tools to improve efficiency and ways of working.

# Terms of Employment

<b>Salary</b>	£42,735 FTE
<b>Contract</b>	Fixed Term Contract to end 31 <sup>st</sup> July 2027
<b>Working Hours &amp; Location</b>	30 or 37.5 hours a week Remote / hybrid /office working flexibility (Head Office in East Sussex) We welcome applications from across the UK but a candidate able to easily travel, by rail, would be advantageous
<b>Holiday Entitlement</b>	33 Days per annum (FTE) including Bank Holidays
<b>Pension</b>	6%
<b>Other Benefits</b>	Employee Assistance Programme Flexible approach to working Training and development Long service holiday allowances Multiple staff social opportunities

You'll be joining the only independent charity in the UK dedicated to improving the nation's numeracy at a time when the profile of our charity and the numeracy issue is rising.

We are looking for someone who is highly motivated with bags of initiative. Experience in the charity sector is not necessary, as long as you can show us that you have relevant transferable skills and an understanding of what it takes to be successful in this role. It's a fantastic opportunity within a small but ambitious and dynamic organisation making a real difference to people's lives and livelihoods.

## Personal Development

At National Numeracy we like to nurture our talent, so upskilling our people with continuous training is important to us. We work hard to make sure National Numeracy is a safe, rewarding and inspiring place to work and that our roles are high quality, offering team members learning and development opportunities depending on their own interests.

We run all-staff training initiatives, delivering on areas identified by staff and covering both hard and soft skills – recent examples have covered Unconscious Bias, Line Management, Project Management and Presentation Skills. We also support each staff member with bespoke learning and development opportunities and encourage staff to identify training needs that drive forward their own personal and career development goals.

## Getting the team together

We care deeply about our work and our colleagues and are always seeking to learn, evolve and improve both our practice and our culture.

Our team are spread across the UK and are predominantly remote-working, but we do have hybrid and office-based members. Opportunities to meet in person do occur, and we run at least two whole-organisation team away days per year.

## Mental Wellbeing Commitment

We are committed to supporting the mental health of our staff; we seek to provide a supportive culture where conversations about mental health challenges are normalised, and staff can get access to external support services at any time using our Employer Assistance Programme.

We also have an annual wellbeing session for staff and a schedule of initiatives being devised with our qualified mental health first aiders.

## Diversity, Equality and Inclusion

We recognise that there is more to do to improve diversity across our organisation and we are actively working to make meaningful, long-term change. We are committed to building a workforce that better reflects the communities we serve and to removing barriers that may prevent people from different backgrounds from joining, progressing and thriving with us.

Through inclusive policies, flexible working, fair recruitment practices and ongoing learning, we aim to create a supportive environment where everyone feels valued, respected and able to do their best work.

**We actively encourage applications from people from under-represented and diverse backgrounds, as we know a more diverse workforce will strengthen our organisation and help us deliver our mission more effectively.**

# How to Apply

To apply in the first instance please apply directly via Charity Job or send your CV and a Cover Letter detailing why you would be a good fit for the role to Rachel Bignell - HR@NationalNumeracy.org.uk.

If you would like to discuss anything about the role before applying please also contact Rachel using the above email address.

**Deadline for applications:  
Wednesday 17th June 2026 by 10am**

Please note that we will likely begin shortlisting before the closing date and reserve the right to close the application as soon as we make an appointment.

We anticipate first round interviews to take place on the 19<sup>th</sup>, 22<sup>nd</sup> and 26<sup>th</sup> June 2026.

\* This job description doesn't constitute a promise or guarantee of employment. National Numeracy reserves the right to make changes to this job description.

\*\* National Numeracy reserves the right to change the deadline for applications or to close the application window if a suitable candidate is found.

\*\*\* National Numeracy cannot offer visa sponsorship for this opportunity. Please do not apply unless you can demonstrate eligibility to work in the UK.



## Jason's story



As a parent I struggled when my kids asked for help with their homework. There's a sense of shame and feeling inadequate because your children are asking you for help and you can't provide it. You're meant to provide for your kids.

But now I've done the National Numeracy Challenge I've grown confident with numbers. I don't have to hide from my kids when they ask me for help, and I really enjoy doing it. I don't want them to be afraid of numbers like I was at school. We get a buzz out of doing the homework together, and I'm learning from them too. I'm six feet tall but it makes me feel seven feet being able to help them out. Improving my numeracy hasn't just helped me with my kids, it's helped me at work too. I've enhanced my CV and future job prospects.



These achievements led to Jason being named a National Numeracy Day Hero, appearing in the media and in videos alongside our celebrity Ambassadors to promote the benefits of numeracy.

**National Numeracy is an independent charity that empowers children and adults in the UK to get on with numbers so they can fulfil their potential at work, home and school. Our work combats low levels of numeracy, improving how people understand and work with numbers in everyday life and helping to spark better opportunities in life.**

National Numeracy is a registered company in England and Wales (limited by guarantee).

Company number: 7886294

Charity number: 1145669

Telephone: +44(0)1273 915044

Email: [enquiries@nationalnumeracy.org.uk](mailto:enquiries@nationalnumeracy.org.uk)

Twitter: @Nat\_Numeracy

LinkedIn: @national-numeracy

[www.nationalnumeracy.org.uk](http://www.nationalnumeracy.org.uk)

