

HR, Governance and Operations Manager



Introduction

Every five minutes, someone in the UK loses someone they love to heart and lung disease. The facts are devastating - but the future doesn't have to be.

Working in partnership with the incredible expertise of Royal Brompton and Harefield Hospitals, we exist to change the future for heart and lung patients. Together, we're bringing hope to families across the UK.

"The staff didn't just treat my condition. They cared for me as a person with dignity, compassion and fierce determination... When you donate to support Royal Brompton & Harefield Hospitals Charity, you're helping give people like me a real chance - not just to survive, but to live fully"

- Sonsare, lung transplant patient

To increase income and organisational impact, it is essential for our Charity to embrace innovation, explore new methodologies, and demonstrate a willingness to take calculated risks. In alignment with our updated strategic direction, we are committed to cultivating a culture defined by ambition, agility, continuous learning, and genuine inclusivity within the workplace.

Royal Brompton & Harefield Hospitals Charity

We fund, facilitate and champion world-class specialists to transform the lives of heart and lung patients. We provide clinicians, academics and researchers across London and beyond with the funding and resources they need to understand more, prevent more and treat more.

Our funding comes from the fundraising efforts of thousands of supporters as well as income generated by our investments in property and equity markets. We currently grant around £6 million each year - but we want to do more.

Some recent projects we have supported include:

- A new type of gamma camera at Royal Brompton Hospital
- Six new haemodialysis machines for Harefield Hospital
- The world's first maternal health clinic for cystic fibrosis
- Bursaries to support NHS staff training and development
- Vital research into long-term lung transplant rejection and how to treat it
- Advanced genetic research and diagnostic tools

How we work

We have a small, committed and skilled team (32 in 2025/26), with expertise across fundraising, marketing, HR, property management, grant-making and financial management.

We operate a hybrid work pattern, offering the flexibility of working from home or across one of our four offices in Chelsea and Harefield. Team members are expected to spend at least 40% of their time in the office.

Our core behaviours are central to how we work together. We are committed to:

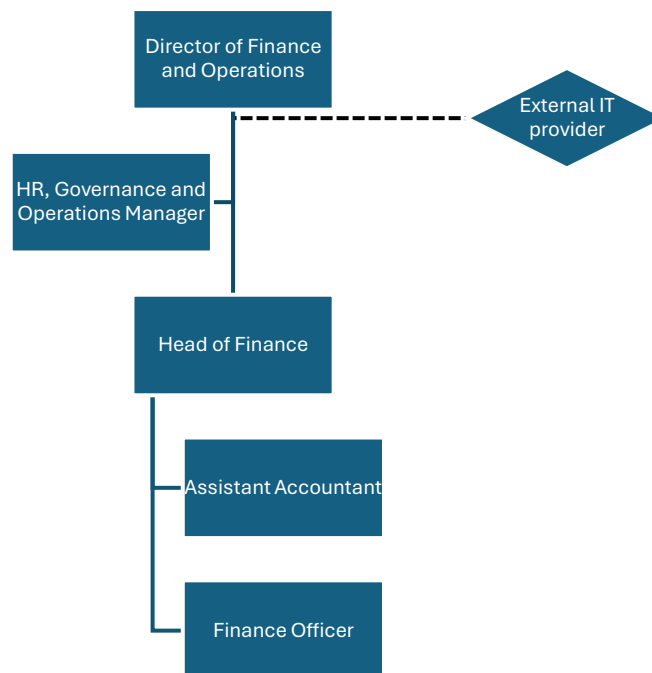
- Setting ourselves challenging goals, in order to achieve more for the charity's beneficiaries
- Working as one team, sharing information and ideas, and valuing our diverse range of backgrounds and contributions
- Solving problems, using our resources, our networks and our creativity to provide a better service
- Creating opportunities to learn, and supporting each other to grow
- Enjoying our work, celebrating our successes and finding time to have fun as a team.

Some of the benefits of joining us

As well as a positive and supportive work culture, we offer:

- 27 days holiday plus bank holidays, increasing incrementally by 1 day per year after 3 full years' service, up to a maximum of 30 days
- Access to Employee Assistance programme, offering counselling, legal and information line and online health portal
- Regular team and staff away days to plan, learn and socialise together
- A generous training and development budget, supported by regular personal development reviews to support you in your role and longer-term career
- Annual collective discretionary bonus
- 10% discount on meals and drinks provided in the Royal Brompton and Harefield hospital canteens.

The Finance and Operations team



The Finance and Operations team oversees core functions for the Charity, including HR, finance, and external IT providers. The team ensures financial integrity, operational efficiency, and organisational compliance, while also supporting governance and strategic initiatives like diversity, employee engagement, and digital infrastructure to help staff and trustees achieve our mission.

The role

Job title: HR, Governance & Operations Manager

Job Base: At least two days a week in any of our three locations in Chelsea or at Harefield Hospital

Job type: Permanent, full-time

Responsible to: Director of Finance & Operations

Job Summary: Job Summary

The HR, Governance & Operations Manager will play a crucial role in supporting the People, Operations and Governance functions of the charity. This is a hands-on role, responsible for managing key administrative and coordination tasks that keep the organisation running smoothly across our Chelsea and Harefield sites. The postholder will lead on recruitment and selection processes, provide comprehensive governance support to the CEO, Senior Leadership Team (SLT) and Board of Trustees, and act as the first point of contact for HR and staff welfare queries.

The role also oversees core operational functions, including managing relationships with our outsourced IT provider, maintaining office facilities, and ensuring contracts and suppliers are effectively managed. In addition, the postholder will coordinate key HR and operations projects, such as maintaining the HR database (Sense), coordinating monthly payroll, updating the Staff Handbook and related policies, and supporting delivery of organisation wide strategies.

Key responsibilities include:

- Overseeing the full employee lifecycle: recruitment, induction, learning & development, benefits, and leavers.
- Supporting line managers with best practice in people management, acting as the first point of contact for staff welfare, and leading the employee engagement survey process.
- Ensuring strong governance standards, including minute-taking and action tracking for committees.
- Managing office operations, ensuring facilities are well maintained and key contracts (e.g. cleaning, supplies, IT support) are effectively managed.
- Leading HR and operational projects, including EDI strategy rollout and regular review/update of HR, IT, and Operations policies.

Salary: £45,000

Main Tasks & Responsibilities:

People

- Manage the creation and distribution of HR documentation (contracts, offers, probation letters, salary reviews, changes to terms, exits).
- Coordinate employee benefits (pension, death in service, EAP) and own the monthly payroll process in partnership with the Finance team and payroll bureau.
- Support recruitment and selection processes, including advertising, shortlisting, sitting on panels, advising managers, and ensuring inclusive practice.
- Support onboarding and induction of staff and trustees, including checks, induction schedules, and probation reviews.
- Provide guidance to line managers on people management, escalating formal issues appropriately, and ensuring legal and reputational risks are well managed.
- Coordinate employee engagement surveys, analyse results, and support the SLT to implement actions.
- Review and maintain HR policies, handbooks, and terms and conditions to ensure compliance with current legislation and best practice.
- Support learning and development across the charity, including sourcing and coordinating training opportunities.
- Manage DBS and reference checks, maintain accurate employee and trustee records, and ensure HR databases (Sense) are up to date.

Projects & Culture

- Work alongside the CEO and Director of Finance & Operations to lead and implement HR and governance projects, including ongoing board governance reviews and the organisation-wide diversity, equity and inclusion strategy.
- Support the annual appraisal and personal development process and contribute to building a positive and inclusive organisational culture.

Governance

- Coordinate the annual cycle of governance meetings (Board and committees), including scheduling, logistics, agendas, papers, minutes, and action tracking.
- Support the CEO, SLT, Committee Chairs and Trustees to ensure meetings are well planned, decisions are recorded, and actions are delivered.
- Manage trustee recruitment, induction, and training, working with the CEO and Nominations Committee to ensure the Board has the skills and diversity it needs.
- Maintain awareness of Charity Commission guidance and other regulatory requirements, commissioning legal advice where required, and bringing matters to the attention of the CEO and Trustees.
- Support periodic governance reviews, ensuring the charity operates in line with best practice and regulatory requirements.

- Ensure governance records and data are accurate, secure, and compliant with GDPR.
- Contribute to special projects and communications with members as required.

Operations

- Act as the first point of contact for operational issues across the charity's two sites (Chelsea and Harefield), ensuring a safe, well-managed, and well-supplied working environment.
- Manage day-to-day relationship with the outsourced IT provider (Lifeline), including overseeing service delivery and ensuring agreed standards are met.
- Coordinate practical IT and office set-up requirements for new staff, including issuing equipment, assigning phone numbers, and ensuring workstations (screens, docking stations, keyboards, etc.) are properly configured.
- Work with Lifeline to deliver the annual Cyber Essentials accreditation process and other compliance requirements.
- Oversee contracts with key suppliers (e.g. cleaning, beverages, office supplies) to ensure value for money and good delivery service.
- Support the Director of Property & Estates with the charity office management issues as required, acting as the operational lead for day-to-day matters

General:

- All employees are expected to act as a powerful voice and advocate for Royal Brompton & Harefield Hospitals Charity and its work and embrace and model the Charity's core behaviours.

Flexibility Statement

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, the needs of the organisation and always following consultation with the post holder.

Building a diverse team

We acknowledge that our workforce does not yet fully reflect the diversity of society or the communities we directly serve, and we are committed to changing this. At Royal Brompton & Harefield hospitals charity, we strive to build a team that represents a wide range of experiences, perspectives, and abilities, including those shaped by diverse cultural, social, and health backgrounds. By embracing this diversity, we aim to better serve the patients, families, and communities who rely on us.

We are actively working to create a more inclusive environment and welcome candidates who bring unique insights, whether through lived experiences of disability, neurodiversity, different cultural or socio-economic backgrounds, or a deep understanding of the communities we serve. We believe that diverse voices strengthen our work, enrich our perspectives, and drive our mission forward.

We strongly encourage applications from individuals of all backgrounds, including those who may not meet every criterion but believe their experiences and perspectives would add value to our team. Please share in your application how your unique background can contribute to our mission.

Person specification

Title: HR, Governance & Operations Manager

Requirements	Essential	Desirable
Education & Qualifications	CIPD Level 5 (or working towards) OR substantial qualification by experience in HR/people management.	CIPD Level 7 or equivalent. Project management or governance-related training.
Proven ability	<ul style="list-style-type: none"> - Proven experience managing HR administration across the full employee lifecycle in a standalone or small-team environment. - Experience supporting and coaching line managers on HR matters, including performance, absence, and employee relations. - Experience coordinating recruitment and selection processes, including interviews. - Experience of governance/committee administration (e.g. scheduling, papers, minutes, action tracking). - Experience managing external suppliers or service contracts (e.g. IT or facilities). 	<ul style="list-style-type: none"> - Charity sector experience. - Leading or supporting employee engagement initiatives. - Experience supporting trustee recruitment and induction.
Knowledge	<ul style="list-style-type: none"> - Up-to-date knowledge of UK employment law and HR best practice. - Understanding of diversity, equity and inclusion in workplace practice. - Awareness of GDPR and confidentiality requirements in HR and governance. 	<ul style="list-style-type: none"> - Understanding of charity sector-specific governance and HR topics (e.g. safeguarding, volunteering, Charity Commission compliance).
Skills & Abilities	<ul style="list-style-type: none"> - Ability to work autonomously, managing own workload and priorities effectively. - Strong organisational skills, able to coordinate multiple processes and deadlines (e.g. HR, governance, operations). 	<ul style="list-style-type: none"> - Able to present confidently to groups such as the SLT or committees. - Experience coordinating learning and development activities.

Requirements	Essential	Desirable
	<ul style="list-style-type: none"> - Excellent communication skills, both written and verbal, with strong attention to detail. - High emotional intelligence, tact and discretion when handling sensitive matters. - Ability to build positive relationships with staff, trustees, and external suppliers. - Confident in using HR systems and Microsoft Office products. 	
Personal Qualities	<ul style="list-style-type: none"> - Pragmatic and solutions-focused approach. - Flexible and adaptable, comfortable working across HR, governance and operations. - Commitment to inclusion and building a positive workplace culture. 	<ul style="list-style-type: none"> - Interest in the wider charitable and health sector.

Application process

We have engaged Investigo to manage the recruitment process for this critical position. To apply, please submit your CV detailing your relevant qualifications via the '[apply](#)' link.