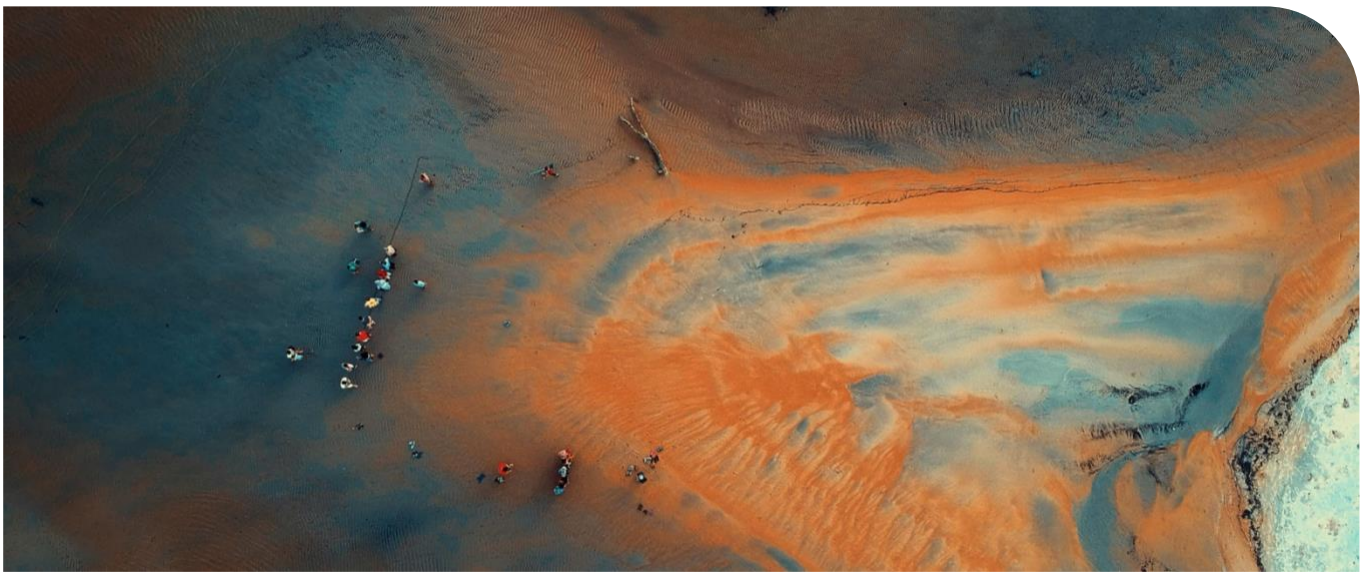


JOB ADVERTISEMENT

OFFICER, OPERATIONS

Full-time, staff position based in the UK.

Salary: Up to £37,500

October 2026

INTEGRITY

Introducing Integrity

Our services equip organisations to understand complex environments, make confident decisions, and deliver solutions and lasting impact.

Our multidisciplinary teams work hand in glove with our clients to address the strategic, operational, and tactical challenges they face. We generate the evidence needed to inform decisions, mitigate risks and drive meaningful results. We combine advanced analytics, data science, strategic advisory, programme delivery, learning and communications within a single integrated approach that connects insights to action and adaptation. Our approach is built around a continuous analytic loop: generating insights, translating them into action, measuring outcomes, and embedding learning to strengthen future performance. By connecting evidence, decision-making and learning, we help our clients build resilience, be effective, and create lasting value.

With offices in London, Washington DC and Islamabad, our multi-national team of over 40 delivers multi-year projects, programmes and consulting assignments to a wide range of government clients, international organisations, foundations and private sector clients. We are guided by our organisational vision, mission, and set of values.

VISION: To set the international standard for ethically delivered expert services in complex and challenging contexts.

MISSION: We use evidence and learning to provide trusted advice and enable change for a sustainable future.

VALUES:

- ***Courage:*** We work on many of the world's most complex problems. We stand against violence in all its forms. We are unafraid to stand up to illegal or unethical practices.
- ***Objectivity:*** We challenge conventional thinking. Our recommendations are not based on assumptions or ideology but evidence and learning.
- ***Diligence:*** We incorporate our best individual and collective intellect through rigour, reflection, and collaboration.
- ***Accountability:*** We take responsibility for the quality of our work and performance. We hold ourselves to account through clear policy and process, sustained by long-term profitability.
- ***Sensitivity:*** We understand the impact of our presence and our work, empathise with people's situations, and commit to do no harm.

ETHICS: Integrity upholds the highest ethical standards in our work, our employment of staff and our interaction with people. Through adherence to our core values, we ensure the best possible service, and benefit the communities amongst whom we work. We commit to building a diverse and inclusive organisation where all feel safe and able to progress, contribute and be heard, regardless of gender, race, disability, age, sexual orientation, religion, marital or parental status.

Further information about Integrity can be found at **www.integrityglobal.com.**

Scope of work

The Operations Officer (OO) will be dedicated to supporting specific projects and programmes, providing operational planning, logistics and administrative support to all aspects of the project cycle (identification, proposal development, teaming, implementation and close-down) including editing and drafting of deliverables.

The OO will also contribute to internal business projects and activities within the Operations team, gaining experience across business functions. This role would particularly suit someone with a demonstrated proficiency in MS Excel, and an interest in Data Knowledge Management. The role will be line managed by the Senior Manager, Security and Risk based in the London office.

Terms of reference

A. Project delivery support (80%)

The OO will work principally within the Project Management Unit (PMU) to ensure the smooth running of a range of Integrity's projects, by providing support to all aspects of delivery. The number of projects being supported will vary in number, size, technical focus, and geography. Tasks include:

Project management support

- **Project Planning:** Maintaining a detailed overview of all planned and live project work, timelines and milestones. Coordinate plans across large and decentralised teams. Maintain the project calendar with standing team meetings, technical coordination and ad hoc engagements.
- **Risk Management:** Actively supporting risk management, including identification and logging of risks according to company standard operating procedures. Maintain a relevant contextual understanding of projects. Support due diligence and vetting procedures,
- **Information Security:** Support the project IT and information security function; Maintain oversight of adherence to information security policies; Build and manage project IT audit trackers to monitor team access.
- **Financial Management:** Support the financial administration of projects in: staff and consultant timesheet management, managing invoicing processes, expenses reconciliation and invoice record update and monthly forecasting process.

Project delivery

- **Written Deliverables:** Contributing to report drafting, editing and formatting. Quality assurance of select written deliverables. Research support on specific projects.

- **Meetings and Events:** Supporting scheduling and logistical arrangements for engagement and major events with project stakeholders, across the projects' countries of operation.
- **Knowledge Management:** Maintaining project-specific and company-focused digital knowledge management platforms (Podio). Maintaining streamlined and well-organised electronic project folders on SharePoint.

Team delivery

- **Consultant Management:** Manage consultant contracts, track delivery time, maintain the consultant ceiling tracker, and collate timesheets across projects. Liaise with consultants and clients to prepare and process timesheets and invoices.
- **Travel Support:** Ensuring the smooth deployment of staff, consultants and resources through the procurement of flights, visas, letters of entry, consultant deployment checklists, and movement of funds.
- **Duty of Care:** Provision of operational and duty of care support to deployed project teams, including deployment, check-ins, and recovery management.

B. Operational Support (20%)

Support the Operations team's functions and activities, including security and risk management and operational support.

- Supporting office management efforts to maintain a pleasant and professional physical working environment at the London office, Somerset House.
- Supporting the design, testing and implementation of internal projects such as new systems, processes and tools.
- Participate in the development and delivery of team and company strategy.
- Support infrastructure tasks such as office relocations and establishing new company offices where necessary.
- Inputting on project proposals as required, including liaison with consortium partners, background research, proposal risk matrices, drafting and budget design.
- Assisting the Business Development team with consultant selection, interviewing and relationship management.

Your experience and expertise

The successful candidate will:

- Have a relevant bachelor's degree.
- Have 0-2 years' professional experience with an international organisation.
- Possess excellent verbal and written communication skills.

- Have a good working understanding Microsoft Office, with particular skills in PowerPoint and Excel such as power queries; skills in PowerBi usage is desirable.
- Understand data, coding, analysis and synthesis for MEL systems Take personal responsibility for the quality and timeliness of work and will achieve results with minimum supervision.
- Demonstrate ability to build constructive working relationships characterised by a high level of acceptance, maturity, cooperation and mutual respect.
- Be a strong team player with demonstrated ability to promote cooperation and commitment within a team to achieve goals and deliverables.
- Demonstrate ability to work under pressure and to tight deadlines.
- Maintain professional accuracy with good attention to detail.
- Adapt to changing business needs, conditions and work responsibilities.
- Earn others' trust and respect through honesty and professionalism.
- Be a UK national and based in the UK to be able to work with HMG systems.
- Because of the nature of some of Integrity's work, candidates may need to go through Security Clearance and be able to demonstrate that they have been resident in the UK for at least the last three years.

Languages

- Written and oral fluency in English, with the ability to write clear and compelling narrative.
- Written and oral fluency in Arabic is desirable.

Core competencies

You should also demonstrate the following core competencies:

Level 1: Team competencies	
• Ethics	• Teamwork
• Leadership	• Customer Orientation
• Planning and Organising	• Communication
• Development and Continual Learning	• Managing Change
• Results Focus and Initiative	

Hybrid working

Integrity is a hybrid work employer offering a flexible working model that supports a blend of in-office and working from home time. Each office has its own flexible working model to meet local needs and demands.

How to Apply

If you are interested in applying for this position, please complete the application form at **www.integrityglobal.com/apply** and attach a CV and Cover Letter, explaining why you are suitable for and want the role. **Applications submitted without a cover letter will not be considered.**

The closing date for applications is **5pm UK time on the 27 November.** However, we will review candidates on a rolling basis, and the vacancy may be filled before this deadline. **We encourage early applications.** Please be advised that only shortlisted applicants will be contacted.

We will consider candidates who are based in London, or a commutable location.

Because of the nature of some of Integrity's work, candidates may need to go through Security Clearance and be able to demonstrate that they have been resident in the UK for at least the last three years.

Integrity is an equal opportunities employer. We encourage applications from suitably qualified and eligible candidates, regardless of gender, race, disability, age, sexual orientation, religion, marital or parental status. We will respect your confidentiality and abide by UK data protection laws.