

Director of Operations

Appointment Pack 2026



tearfund

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Dear Candidate,

Thank you for your interest in the role of **Director of Operations at Tearfund**.

Tearfund exists to follow Jesus where the need is greatest. We are a Christian organisation partnering with the local church to see people freed from poverty, living transformed lives and reaching their God-given potential. We believe poverty is rooted in broken relationships - with God, with others, with the environment, and within ourselves and we are committed to seeing those relationships restored through integral mission.

As we continue to grow as a more globally shaped organisation, we are seeking an exceptional leader to serve as Director of Operations, who is a key member of our Executive Team. This is a strategic and influential role at the heart of Tearfund's global organisation.

The Director of Operations will help ensure that our vision is translated into disciplined execution. You will work closely with the Chief Executive and the Executive Team to provide strong internal leadership for the effective day-to-day running of Tearfund, ensuring organisational coherence, operational discipline, and delivery against agreed priorities. You will lead strategy development and ensure that agreed priorities are translated into executable plans, clear performance rhythms, and reliable delivery across diverse contexts.

This role is not about control; it is about enablement. It requires someone who sees operations as service to mission, someone who can build structures, systems, and processes that empower our teams and partners globally.

You will lead process and technology change, foster organisational innovation, and strengthen collaboration across functions and geographies so that Tearfund can adapt, scale what works, and steward resources wisely.

Equally important is who you are. Tearfund is a community of Christians called to serve with courage, compassion, truthfulness, and servant-heartedness. We are looking for a leader deeply rooted in Jesus Christ, committed to prayerful discernment, and able to model calm, wise, and relational leadership in complex and changing environments. You will help develop other leaders, jointly nurture unity within the Executive Team, and strengthen our organisational resilience for the years ahead.

This is a significant calling. It requires strategic depth, global operational experience, cultural intelligence, and the humility to serve. If you are passionate about strengthening organisations so they can increase their impact for people living in poverty and if you sense God's leading in this direction, I would warmly encourage you to apply.

Thank you for considering this opportunity to serve with Tearfund. We are praying with you and look forward to receiving your application.

In Christ alone.

Silas Balraj
Chief Executive - Tearfund

About Tearfund

Tearfund is a Christian organisation partnering with the local church wherever possible to see change in the lives of those in greatest economic need. Tearfund believes poverty is caused by broken relationships with God, others, the environment, and ourselves, and working to see those relationships restored is key to how they work. Tearfund wants to see change that is economic, material, environmental, and spiritual. See: [Tearfund's Theology of Mission](#).

Vision

To see people freed from poverty, living transformed lives, and reaching their God-given potential.

Mission

Tearfund follows Jesus where the need is greatest, responding to crisis and partnering with local churches to bring restoration to those living in poverty

Values

Tearfund aspires to be courageous, truthful, compassionate, servant-hearted, and Christ-centred.

Relevant Scriptures Include:

- 2 Cor. 5:8-11
- James 3:18
- Romans 8:18-25
- Philippians 4:7
- John 10:10
- Luke 4:16-21
- Micah 6:8





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About the role

Role purpose:

The Director of Operations is responsible for keeping the organisation moving forward, supporting Tearfund's ongoing evolution to a more globally led model, and ensures organisational strategy is effectively delivered. The Director of Operations' role is one of significant breadth and influence, combining organisational leadership, strategic operational oversight, strategic planning, digital technology for organisational transformation, systems thinking, and corporate reporting that facilitates effective risk management, wise planning, and timely decision-making.

The Director of Operations must form collaborative partnerships across the organisation and lead through timely decisions on varied, weighty, and complex organisational questions. The Director of Operations must embrace and steward a number of creative tensions: Tearfund is both an integral-mission agency working with the church, and an international development and humanitarian actor; both UK-rooted and increasingly global; both deeply relational and committed to professional excellence that honours God and steward's donor trust.

Purpose of the team:

The mission statement of the Core Operations Group is "gearing Tearfund's mission for maximum impact through operational excellence and technical expertise". The group's purpose is to coordinate core operations at Tearfund, including strategy development and impact, digital technology and transformation experience, systems thinking, legal operations, logistics and procurement, corporate reporting that facilitates risk management, measurement of impact, wise planning, and timely decision-making.

This is achieved through a mission-centred service mindset, ensuring Tearfund's core operational functions enable and strengthen the delivery of their mission across the global organisation.

Position in organisation:

Reporting to the Chief Executive, the Director of Operations is on the Executive leadership team and will shape Tearfund's operating framework, working closely with the Chief Executive, other members of the Executive Team, the Audit, Risk & Finance (ARF) Committee, and the Board of Trustees to ensure Tearfund is well-positioned to deliver its strategy to accomplish its mission.

The Director of Operations is a strategic contributor to the Executive Team and Board discussions and carries responsibility for ensuring the Board is appropriately informed on matters of governance, organisational performance, risk, and assurance.

Alongside the Finance Director, the Director of Operations will work closely with the Treasurer, who is the Chair of the Audit, Risk and Finance Committee, ensuring strong organisational governance, transparency, and confidence in Tearfund's operational resilience and readiness.

The Director of Operations will lead and oversee strategy development, corporate planning, performance reporting, and organisational rhythms, working with the Chief Executive and Executive Team to enable delivery of Tearfund's global strategy, annual plans, and strategic priorities. The role will lead a global operations team of approximately 70 staff with 7 direct reports.

Scope of the role

The Director of Operations will work closely with the Chief Executive and the Executive Team to provide strong internal leadership for the effective and efficient running of Tearfund, ensuring organisational coherence, operational discipline, and delivery against agreed priorities. The Director of Operations will enable execution through clear communication, effective delegation, and the intentional development and equipping of senior leaders to lead confidently and accountably across Tearfund's global organisation.

The Director of Operations and their group are responsible for enabling:

Global operations: supporting the design, refinement, and delivery of Tearfund's global operating framework, ensuring that procurement, logistics, facilities, and mission-support services are effective, proportionate, and fit for diverse country contexts; strengthening operational consistency while enabling appropriate local adaptation across Tearfund's international footprint.

Strategy development and organisational enablement: supporting the Chief Executive and Executive Team in strategy development and translation by turning strategic priorities into executable global plans, milestones, and decision frameworks; maintaining clear performance tracking and reporting; and equipping leaders and teams with the structures, capabilities, and tools needed to deliver strategy consistently across regions and partners.

Technology and information: enabling secure, reliable, and scalable digital platforms and systems that support collaboration, integrate data from multiple contexts, and provide timely, trusted information for decision-making, learning, and accountability, enhancing digital maturity across the organisation.

Enterprise coordination: ensuring coherence across functions, geographies, and teams by aligning operational priorities, managing interdependencies, and enabling joined-up execution of strategy across Tearfund's global organisation.

Organisational innovation: enabling innovation across Tearfund to increase mission impact, embedding learning, continuous improvement, and ways of working; so Tearfund can respond effectively to change, scale what works, and serve communities more faithfully and effectively.

Collaborative support services mindset: cultivating a service-oriented, partnership-based approach across operational functions, working collaboratively with country teams, partners, and global functions to understand needs, remove barriers, and design solutions that strengthen delivery, empower local leadership, and serve Tearfund's mission.

Governance and assurance: providing enterprise-wide risk management and organisational assurance, ensuring Tearfund meets its legal and regulatory obligations across multiple jurisdictions, and that leaders and the Board have confidence in the organisation's integrity, resilience, and readiness.





Duties & responsibilities

Spiritual Discernment & People Leadership:

- Enrich Tearfund's Christ-centred calling and cultivate an inclusive, people-focused culture grounded in prayerful discernment.
- Partner with the Executive Team to nurture Tearfund's Christian distinctiveness and spiritual vitality.
- Share responsibility for building a united, highly effective Executive Team marked by trust, openness, collaboration, accountability, and loyalty.
- Provide effective management that supports, develops, and holds leaders accountable, modelling excellent delegation.
- Lead and participate in prayer, reflection, and spiritual rhythms within the operations group and wider Tearfund community.
- Exemplify commitment to Tearfund's Mission, Values, Statement of Faith, and theory of mission.

Strategic Executive Leadership:

- Offer wise counsel and constructive partnership to the Chief Executive, Board of Trustees, and Executive Team.
- Develop leaders by modelling effective leadership, coaching and mentoring senior leaders, and strengthening leadership capability, accountability, and succession to support Tearfund's long-term mission and sustainability.
- Communicate vision clearly and consistently across internationally dispersed teams and partners.
- Ensure Tearfund's key organisational risks are identified, understood, and addressed responsibly and prayerfully.

Oversight of Operational Excellence:

- Advise on and oversee Tearfund's core operations that would be appropriate for different phases of organisational growth and strategic priorities.
- Provide stewardship of Tearfund's operating framework, ensuring flexibility, resilience, and alignment with mission.
- Lead and oversee operational teams responsible for:
 - **Governance and assurance:** enterprise risk management, compliance, safeguarding of organisational integrity, and legal obligations across jurisdictions.
 - **Technology and information:** digital transformation, systems integration, data accessibility, and technology platforms that enable collaboration and insight across the global organisation.
 - **Operations:** mission-support services including procurement, logistics, facilities management, and operational service delivery.
- Partner closely with the Finance Director to ensure operational plans are realistic, integrated, and aligned with Tearfund's financial framework, without holding direct responsibility for financial management, corporate budgeting, or financial decision-making.

Process and Technology Change Leadership:

- Model calm, disciplined decision-making and effective delegation to enable the organisation to navigate process and technology change with clarity, pace, and minimal disruption.
- Own and lead global change initiatives focused on process improvement, systems implementation, and technology-enabled ways of working, ensuring they are well governed, user-centred, and appropriate for Tearfund's diverse contexts.
- Oversee the delivery of process and technology change required to support Tearfund's global strategy; ensuring operational capability, systems, and workflows evolve in step with strategic priorities.
- Guide enterprise-wide process and technology programmes, strengthening project and programme management capability so leaders and teams can deliver innovation and change consistently, predictably, and at scale.





Credit: Tom Price

Skills & Experience

Experience (essential):

- Extensive Global or Regional level experience in operational leadership, with substantive experience in the NGO or international development sector.
- Proven experience at senior management level in a diverse organisation leading:
 - Governance and Risk
 - Technology and information
 - Operations
 - Strategy development and impact
- Proven track record of driving transformative change and shaping organisation impact in a global organisation.
- Meaningful contribution within senior leadership teams, taking a corporate leadership role and not simply a departmental leadership view.
- Experience of vision casting, strategy development, implementation, and managing process and technology change.
- Working with Boards to ensure strategic oversight.
- Experience leading digital maturity initiatives.
- Significant experience working across international environments outside of one's home country.

Experience (desirable):

- Experience living and working in developing countries or field offices.

Qualifications (essential):

- Degree or equivalent level of knowledge / professional experience.

Qualifications (desirable):

- Post-graduate professional qualification (MBA, MA, or MSc in Business Administration, International Development, Management, or a related field).

Skills (essential):

- Proven ability to translate vision and strategy into operational delivery.
- A strong enabling style and proven ability to train and mentor specialist staff.
- Proven ability to build high-performing teams.
- An excellent communicator, with high emotional intelligence, networking skills, and the ability to work comfortably across multiple cultures, and must be a genuinely caring person.
- Proven ability to build effective relationships and deliver results across diverse cultural and geographic contexts.
- Ability to focus on driving sustainable growth, programme efficiency, and measurable impact.
- Crisis Management & Flexibility: Ability to work in high-pressure environments, manage crises, and adapt quickly to changing circumstances.

Skills (desirable):

- Proficiency in a second, widely used language (French, Spanish, Arabic, or Portuguese).

Personal Qualities:

- Vibrant Christian commitment and desire to embed faith in all aspects of your work and leadership, including a regular practice of prayer.
- A passion for Tearfund's values and belief in integral mission/whole life transformation and working with and through the global church.
- Motivated to serve the disempowered, marginalised, and vulnerable.
- A strong commitment to cross-cultural, cross-departmental, collaborative working, teamwork, and service delivery.
- A yearning to see the church demonstrating the love of God in different cultural contexts.
- Resilient faith, peace, and hope forged in contexts of uncertainty and change.

Additional details

Tearfund's Christian culture:

Tearfund believes that prayer and discernment are fundamental to achieving its mission of restoring relationships, ending extreme poverty, and transforming lives. As a Tearfund staff member, you are expected to: -

- Engage with weekly Tearfund Prayers, quarterly Sabbath days and the Prayer & Spiritual Life hub.
- Lead and participate in spiritual sessions of prayer and biblical reflection within your group.
- Be committed to Tearfund's Mission, Values and Beliefs statement and to be actively working and living in accordance with Tearfund's Christian beliefs and theology of mission.
- Maintain your own spiritual development, discover your gifts/callings, and grow in discipleship.

Organisational Requirements:

- All staff are expected to live out Tearfund's values as they represent Tearfund externally.
- All post-holders are expected to fulfil their personal objectives set by their line manager, contribute to their team's overall objectives, take responsibility for reviewing their ongoing personal development, and maintain an awareness of Tearfund's strategy.
- All Tearfund staff share responsibility to promote and maintain a strong safeguarding culture, including identifying the key actions they should take given their role and responsibilities.

Important to note:

- This role requires a DBS/Police check.
- Tearfund is a member of the [SCHR Misconduct Disclosure Scheme](#).
- Personal identification information will be submitted against a Watchlist database to check against criminal convictions as a counter-terror measure.

Recruitment Timeline

Closing date:

3rd May 2026

Red Sea Interviews:

w/c 11th May 2026

Tearfund Interviews:

w/c 25th May or w/c 1st June 2026 (TBC)





Appointment terms

Location: The location of this role can be flexible where Tearfund has an office that can employ and where you have the pre-existing right to work and live.

Salary and Benefits: Commensurate with the seniority of the position and according to location.

Contract length: Permanent

Group: Core Operations

Team: Executive

Responsible to: Chief Executive

How to Apply

Closing date: 3rd May

Please send your application via our search partner, Red Sea Executive Search at the following link:

<https://www.redseasearch.com/job/tearfund-director-of-operations/>

Candidates are kindly asked to submit a CV of no more than four (04) pages and a cover letter, preferably in MS Word. All application documents (cover letter and CV) should be submitted in English.

Should you require access to information in a different format to facilitate your application please contact us via

applications@redseasearch.com.

Please name your files as follows:

FirstName_Surname_CV_TFDOO

FirstName_Surname_CL_TFDOO

Red Sea takes our responsibility towards protecting your personal data very seriously. The data you provide is processed in line with relevant data protection legislation. For the purposes of this recruitment, and as defined under the General Data Protection Regulation (GDPR), Red Sea is defined as the Data Controller. Red Sea is committed to meeting the standards set out in our Equality and Diversity statement, acting in line with the UK Equalities Act 2010 and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

About

Red Sea Executive Search

We are a global executive search consultancy, seeking extraordinary leaders to transform our world. We recruit leadership into the world's foundations, trusts and charity organisations, and especially for INGOs in Global Development, Disaster Relief and Humanitarian Aid in the Global South.

Our vision is to empower a new generation of global leadership to create a just, diverse and unified society. In a world with increasing challenges, the need for leaders and visionaries to shape our world is greater than ever. Extraordinary people are needed to deliver this and discovering them is the heart of Red Sea Search; our passion is to serve by finding people who bring leadership excellence to organisations, and in doing so hope to help change the global landscape.

We are honoured to be partnering with Tearfund on this important search for a Director of Operations, contributing to their vital work in creating lasting change worldwide.



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