

We are recruiting for a new
Operations Support Manager



ABOUT FLAME



VISION

Flame International is a UK based charity with a vision to see people set free from the pain and trauma of war, terror or oppression. Our mission is to release God's healing, forgiveness and reconciliation to individuals and their land: healing, equipping, training, and supporting local leaders to make a positive and sustainable impact upon their communities and nations.

We are a Christ-centred organisation and seek to follow Him and discern the Father's plan for our work.

HISTORY

Flame International was founded in 2003 by Lt Col Jan Ransom and six other trustees, most with military backgrounds, who had a passion and a united vision to reach out with God's love both to the armed forces and also to those affected by war, poverty and injustice. A prophetic word at that time indicated that the ministry would spread like flames, going out throughout the world, communicating the light of God and the power of the Holy Spirit.

From small beginnings Flame International has grown. We worked initially with women in the jungles of Borneo, before God started directing us towards Africa. For many years we worked with the traumatised in DRC, South Sudan, Burundi and other African nations. Later we then moved further East along the Silk Roads and to places with persecuted believers.

BELIEFS

We believe the truth of the Word of God and this underpins all of our relationships, teaching and ministry.

We believe in the power of prayer and seek to intercede for every nation where we work, for the church and its leadership, the government, and the people.

We believe that individuals are important to God and to us; we seek to build unity at home and overseas.

We believe that love and compassion for the poor in spirit are key to binding up the broken-hearted, proclaiming freedom for the captives and release from darkness for prisoners; we aim to serve others in humility.

We believe in God's healing power.

THE ROLE OF OSM

Reporting to:

Flame Director: Jan Ransom

Salary Range:

£35,500 - 39,500 FTE

Hours:

21 hours - permanent contract

Location:

Aldershot, possibility of hybrid working

Holiday:

You'll receive 17 days paid holiday and a Christmas closure period. We also offer all staff a personal retreat budget

Pension:

You'll be enrolled in a Nest pension scheme, where we'll pay a 5% employer contribution

Training:

We provide a range of internal and external training, including The Forge 1 Course

We're looking for a highly organized and flexible individual capable of contributing across multiple operational areas—namely HR, IT, Finance, Compliance, and Communications. The role demands excellent IT and communication skills, both written and oral. A strong eye for detail is essential for policy management and compliance, ensuring the charity remains legally compliant and delivers its missions safely and efficiently.

This is an interesting and varied role offering scope for creativity. It is suited to someone who can effectively deliver projects, handle finances confidently, and excels at developing processes. Working closely with the Missions Director and other staff to provide technical and administrative support to the vision and mission of Flame.

There is a requirement for some flexibility to attend our annual staff training days and our supporter weekend every other year.

HOW TO APPLY

Application deadline: **Monday 30th March, 5pm**

Interviews: **Monday 13th April (please confirm availability in your cover letter).**

We reserve the option to shortlist to a second interview.

To apply for this role, **please send a CV and one page covering letter** to **office@flameinternational.org** by the application deadline above.

Your covering letter should include: why you would like to work for Flame International and why this particular role interests you. Please use the job profile and specific tasks information in this application pack to detail your suitability. CVs without a supporting covering letter will not be considered.

If this opportunity sounds exciting to you but your experience, skills or qualifications don't match every requirement exactly, we would still encourage you to apply.

If you would like to discuss any aspect of the role or the application process please email us on office@flameinternational.org and we would be delighted to arrange for you to speak with one of the team.



This is a key role in providing the necessary operational support for Flame's overseas missions, UK training and other activities. A high quality support service in the home base will enable and release the Missions Director and staff to focus on the front line activity.

In accordance with Schedule 9 of the Equality Act 2010, there is a Genuine Occupational Requirement for the successful candidate to be a committed Christian, as you will be expected to lead prayer as part of your role

JOB PROFILE

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Strong organisational and project management skills with excellent attention to detail • Someone who takes the initiative and responsibility for the work • Ability to prioritise and manage multiple operational areas • Clear written and verbal communication skills • Confident IT user (MS365, databases/CRM) • Financial literacy, including budget monitoring • Ability to develop and apply policies and ensure compliance 	<ul style="list-style-type: none"> • Ability to lead systems or process improvement • Developing KPIs or board-level reporting • Ability to project manage engaging supporter communications
Experience	<ul style="list-style-type: none"> • Experience in an operations, administrative or business support role • Experience overseeing HR processes • Experience supporting financial processes and reporting • Experience ensuring compliance (e.g. safeguarding, GDPR, H&S) • Active personal commitment to the Christian faith and ability to lead prayer (Genuine Occupational Requirement) 	<ul style="list-style-type: none"> • Running social media platforms • Grant fundraising applications • Working in a small or growing charity • Experience managing volunteers or external suppliers • Working with Trustees • Leading systems or process improvement • Developing KPIs or board-level reporting • Previous use of ChurchSuite or Expense Plus.
Knowledge	<ul style="list-style-type: none"> • Understanding of safeguarding, GDPR and basic employment practice • Knowledge of budget management and financial controls 	<ul style="list-style-type: none"> • Knowledge of Charity Commission requirements • Familiarity with fundraising regulation • Knowledge of grant reporting or restricted funds

SPECIFIC TASKS

The following specified details reflect the principal envisaged activities; but are not intended to be exhaustive.

Human Resources

- Overall responsibility for the day to day management of the Human Resource
- Recruitment & Interviewing, keeping contracts up to date.
- Training & Appraisals - staff can uphold standards and policies and team culture
- Performance management
- Support with statutory requests, grievance, disciplinary processes

Finance

- Payroll and pay reviews
- Bank account management
- Budget planning and management
- Finance reporting
- Fundraising - grant applications and supporter appeals

Legal Compliance & Trustee support

- Ensure legal compliance in all operational aspects of the Charitable operations.
- Provide the Trustee Board with administrative support, financial statements, and annual accounts
- Insurance policy reviews and management
- Ensure all the policies are current, updated and applied using registers and diaries.
- Duties include specific responsibilities as Safeguarding Officer, H&S Officer, and GDPR Officer

IT & Communications

- Provide IT support for all Flame staff
- Provision and maintenance of basic office IT systems and office equipment, including the provision of IT support for all Staff
- Ensuring the database and finance software is managed well
- Project manage the production of Flame's supporter magazine - Burning Issues
- Social Media campaigns and managing the relationship with creative agencies

General

- Provide appropriate support services for major events and activities. Ensuring contracts, admin and IT requirements are met, with risk management in place.
- Attend Flame's Forge 1 Course