

Chief Operating Officer

Welcome

When I think about what makes 38 Degrees powerful, I think about the times when ordinary people come together to achieve extraordinary things, whether it's pressuring a government minister to backtrack on unfair policies, raising tens of thousands of pounds in days to support refugees, or turning a kitchen-table frustration into a campaign that shifts corporate behaviour. We're able to do so much because of the hundreds of thousands of people who take time out of their days to power 38 Degrees. We're wholly funded by them, and all of our power lies with them. Together, we're able to create impact – in government, in parliament, with corporations – because of them. We're a people-powered movement and behind that power is a team that's smart, ambitious, and driven by shared values. That's where this role comes in.

We're now recruiting a Chief Operating Officer (COO) to join our Senior Leadership Team. This is a complex and exciting time for campaigning and for civil society. The political and economic landscape is challenging, but also full of opportunities. The COO will play a key role in helping us seize those opportunities while ensuring our organisation remains sustainable, resilient, and aligned to our values.

This is one of the most important roles in our organisation – one that sits at the heart of how we work and ensures we can deliver for our almost one million supporters across the UK. It's a role that brings together strategic oversight, operational rigour, and values-driven leadership.

The COO will personally lead our finance team and work closely with the relevant directors to oversee the other enabling functions of People and Operations and Technology and Product. These teams are responsible for the systems, culture and frameworks that make our work possible. We're looking for someone who can help us evolve these foundations to be fit for the future, someone who combines strategic and financial expertise with compassion, integrity, and a clear commitment to our mission, and to being an anti-racist organisation

We work hard to ensure 38 Degrees is a great place to work. We offer a generous total reward package, and are currently trialling a

4-day week, flexible working, and the opportunity to be part of a team where people are seen, supported and celebrated. We're building a workplace where ambition and kindness go hand-in-hand, and where senior leaders are expected to role-model openness and care.

If you've got a strong track record in financial leadership, if you care deeply about building inclusive and effective organisations, and if you're motivated by the idea of helping millions of people across the UK make change happen, we'd love to hear from you.

We are particularly keen to hear from candidates who bring lived experience of the issues we campaign on, and who will help our leadership better reflect the diversity of the country we serve. So, if you're Black, Asian or from any other minority ethnic group, if you're disabled, LGBTQIA+, or if you're from a working-class home, your application will be especially welcome. And thanks to our flexible home working approach and network of offices, we have a staff team that is increasingly based across the UK. A third of us – including me – live outside London. We're keen to continue diversifying geographically, so that we're rooted in our supporters' communities.

Thank you for your interest in this role. I'm excited to meet the person who will step into this position and help shape the next chapter of 38 Degrees.



Matthew McGregor
CEO

About us

38 Degrees is a community of almost a million people who – in a moment away from their busy days – take small actions on issues they care about, which all add up to something bigger, a movement for a better Britain for everyone who calls our country home.

We come from all walks of life; we're nurses, taxi drivers, parents, shopkeepers, pensioners and more. We're not a group of activists, most of our supporters aren't members of political organisations or political groups, they just get involved in small ways in politics through us. We have more than a thousand supporters in almost every seat in Britain and we have more supporters in the north than in London. Less than half our supporters voted Labour in 2024, our second biggest group of voters backed Reform, and we have supporters who voted for all of the parties. Very few of our supporters don't vote. We're from every part of the country and across the political spectrum. We're funded by our supporters - 95% of our income is from small donations and we have people who give regularly to fund our campaigns in every constituency across the UK.

Our community works for a Britain where we all get a fair chance in life and where the place we were born, or the area we live in, doesn't decide that chance. Where we protect our planet and hold those in power to account for doing the same, and where we are treated, and treat one another, with respect.

Our Purpose

Too often people like us are told we can't make a difference.

A handful of powerful, often wealthy, people and corporations have made it their mission to divide us so that they can force through laws and rules that suit their narrow interests and line their pockets, all while trashing our living standards and our environment in the process.

But whether we're older or younger, from a big city or a small town, whether we're Black, white, Asian or Brown, scraping to get by or a bit more comfortable – we know that when we come together, we can be powerful.

Our Approach

We are operating at a time of tremendous challenge, and opportunity. The country is struggling through a cost-of-living crisis, our NHS has been on its knees, our rivers are polluted, and a climate crisis rages. Our supporters are frustrated and angry. But they are also hopeful that a government that was elected on a promise can deliver progress. And for the first time since 38 Degrees was founded, we are getting a hearing in the corridors of power. We are balancing campaigning in opposition to government decisions our supporters don't like - like the cuts to Winter Fuel Allowance or disability benefits - while actively supporting the government where it does the right thing, like cracking down on water companies or boosting spending for the NHS.

We do this work funded by fivers and tenners from people who want to make a difference right across our country. And when enough of us chip in, we can run ambitious, cutting-edge campaigns which show how we – their voters and consumers – expect our politicians and businesses to change.

With some of the world's most powerful campaigning technology, a creative and dedicated staff team and a powerful movement to change lives, communities and our country, the millions of us who take small actions can each get on with our busy lives, while having an impact far greater than we could achieve alone.

Every time we win together, we move our country a step towards the fairer, more sustainable place we're fighting for, where we are treated, and treat each other, with respect.

Our Impact

These three campaigns are just a snapshot of the many impactful initiatives we run. They represent a small part of the wide-ranging work we do to drive change and make a difference every day.

Fighting to save winter fuel payments

Last August the Government said they would scrap winter fuel payments. 38 Degrees supporters immediately spoke out, and side by side with others fighting to stop this cut, we hand-delivered 500,000 signatures from across the sector to Downing Street and projected our message across Liverpool before the Labour Conference. And when we heard rumours that the Government was considering a u-turn together we leapt into action again – showing politicians just how popular a change in policy would be.

Well, it worked. The Prime Minister stood up in Parliament and echoed what so many of us have been calling for: that more pensioners should be getting help with winter fuel costs. It's a huge shift – and we'll keep fighting until that promise becomes a full U-turn.

The Prince Charles Cinema is saved!

When the Prince Charles Cinema faced closure earlier this year, the 38 Degrees community leapt into action. 125,000 of us backed this iconic cinema's petition in just 24 hours and made headlines everywhere. Since then, Westminster Council has listed the cinema as an asset of community value! Thanks to the actions of people across the country who care about protecting independent venues and culture – it now means if the cinema ever goes up for sale, the community gets first say.

Food Labels

What's more, over 17,000 of us spoke out against misleading food labels in supermarkets, and our voices created [a powerful report](#) delivered directly to Ministers.

You can find more of our campaign wins and news stories [here](#).

Job description

Job title:	Chief Operating Officer
Reports to:	Chief Executive Officer
Direct reports:	Director of Technology & Product, Director of People & Operations, Finance Business Partner

Role Purpose

38 Degrees is one of the UK’s biggest campaigning organisations, powered by a million supporters committed to building a fairer, more sustainable, and democratic society. Guided by shared values – fairness, rights, peace, environmental sustainability, and democracy – we run campaigns that make a difference.

The Chief Operating Officer (COO) is a key member of the Senior Leadership Team (SLT), responsible for leading 38 Degrees’ finance function and supporting operational, people, and technology decision-making. The post holder plays a central role in defining and delivering long-term strategies across enabling functions to ensure the organisation’s financial sustainability, operational excellence, and strategic alignment.

As a senior leader, the COO models our values and helps shape organisational culture. They provide expert guidance on financial and operational risk, manage relationships with key internal and external stakeholders, and drive innovation and performance across their portfolio.

Main responsibilities

Strategic & Operational Management

- Lead strategic initiatives in finance and ensure strategic initiatives across People and Operations and Technology and Product Departments support 38 Degrees’ mission and campaigning goals.
- Drive development across the enabling function, setting success metrics and promoting a culture of learning and accountability.
- Empower direct reports and functional leads to innovate and sustain high team performance in fast-paced environments.
- Contribute to SLT decision-making, providing financial and operational insights to guide organisational priorities.
- Prepare annual budgets and forecasts in collaboration with SLT and key stakeholders.
- Collaborate with the fundraising team to track income and assess progress against financial targets.
- Support wider non-financial reporting and data needs across the organisation.
- Manage relationships with outsourced finance providers, banks, investment partners, and payment service providers.

Governance and Risk Management

- Advise the CEO, Board, and SLT on financial strategy, risk, and opportunities.
- Serve as the primary liaison to the Board’s Finance, Compliance, Risk & Control (FCRC) Committee.
- Work closely with members of the Finance, People & Operations and Technology and Product team to prepare reports, insights and analysis for FCRC.
- Track income, oversee cash flow forecasting, and manage investments with strategic recommendations for the FCRC.
- Lead financial planning, reporting, and audit processes, ensuring accuracy and insight to support decision-making.
- Develop and maintain robust financial controls, systems, and policies aligned with best practice and compliance requirements.



Person specification

Knowledge and experience

Essential

- Extensive experience leading finance in an SME or nonprofit setting.
- Demonstrated subject mastery in financial management, governance, and strategic leadership.
- Experience delivering complex, multi-layered programmes with measurable outcomes.
- Strong internal and external communication skills – able to convey complex financial or operational insights clearly.
- Proven track record of team leadership in dynamic and change-oriented environments.

Desirable

- Professional accounting qualification (e.g. ACA, ACCA, CIMA)

Skills and abilities

- Strong strategic and conceptual thinking – able to assess and develop policies and systems to meet future needs.
- Proven ability to lead and manage cross-functional teams, including People, Operations, and Technology.
- Ability to align operational and financial plans with organisational strategy and mission.
- Skilled in change management, innovation, and building resilience across teams.
- Able to manage risk, resources, and performance to ensure long-term sustainability.
- Confident decision-maker who contributes meaningfully to SLT and Board-level discussions.



people power change
38Degrees

 **Starfish**

Terms of appointment

38 Degrees' approach to total rewards (salaries, rewards and benefits) is rooted in our compensation philosophy which defines our principles and the criteria to ascertain whether decisions on pay meet those principles - our ultimate aim is to attract and retain a talented, driven team, and reward all of us for the impactful work we do in a way which is fair, equitable and sustainable, based on this philosophy and our vision to make the UK fairer, more respectful and more sustainable.

38 Degrees employee salaries, rewards and benefits are benchmarked against the UK NFP sector.

Salary

The salary band for this role is £88,500 - £92,900

Annual reviews and skills assessments take place each year between June and August. Salary awards are based on an assessment of the employee's skills development over the year. COLA awards are provided each year based on the financial position of 38 Degrees.

Location

Nationwide

Hours of Work and Flexible Working

38 Degrees is currently trialling a 4-day week which will be reviewed in two phases. If both phases are successful the 4-day week will become a permanent working arrangement, if not we will revert back to a 9 Day fortnight.

Hours of work - Monday to Thursday - 32 hours. We work approximately 4 Fridays a year when a bank holiday falls on a Monday (Tuesday - Friday).

Working hours are exclusive of a one-hour, unpaid lunch break, unless a special arrangement is made. Overtime is not payable. Core hours are 10am - 4pm, during which all employees should be available to work, unless they have made prior arrangements with their line manager. Some work at evenings and weekends may be required, for which time off in lieu will be allowed.

Holiday Entitlement

38 Degrees provides a generous leave allowance of 24 days per year (pro rata for part-timers). As well as 8/9 pro rata paid public holidays for England and Scotland. 38 Degrees office close between Christmas and new year, employees do not need to take this additional time from their annual leave allocation.

Sick Pay

38 Degrees provides enhanced sickness benefits which is divided into two categories: Short term sickness, for unexpected illnesses and long term sickness, for chronic conditions.

Family Friendly Policies

Maternity/Paternity/Adoption/Shared Parental

38 Degrees recognises that there is often a primary carer (the parent who has most parenting time with the child) and a secondary carer. Enhanced pay is provided after working for 38 Degrees for 26 continuous weeks under these policies. - wherever possible the primary carer will receive a higher level of support in acknowledgement of the role they play.

Employees who do not meet the qualifying conditions may be entitled to statutory leave and pay. All employees, regardless of the length of their employment, are entitled to 52 weeks statutory maternity leave.

Compassionate leave

38 Degrees provide enhanced compassionate leave.

Learning & Development

38 Degrees is committed to investing and providing access to learning and development opportunities that support individual development and growth in line with organisational and professional needs. A learning and development budget is provided to employees from commencement of employment on approval.

Health and Wellbeing

Employee Assistance Programme (EAP) The EAP is a free, confidential service that offers counselling, (face-to-face or over the telephone), expert advice and information for 38 Degrees employees and their household on a wide range of issues such as buying a new home, managing money and much more. The service is available 24 hours a day, 7 days a week, 365 days a year both over the telephone and online.

38 Degrees also provides:

- Headspace app
- Sad Lamp
- Yoga
- Eye Test/glasses, up to £50 contribution
- Annual Flu Jab

Cycle to Work Scheme

This scheme provides a loan to obtain a bicycle and accessories up to the value of £1,000.

Repayments are made over 12 months. To be eligible, employees need to have completed their probationary period and have an employment contract which lasts for at least 12 months from the date the bicycle is collected.

Rent Deposit Loan

Terms of appointment

A loan of up to £700 is provided to use for a deposit when renting a property. The loan is repayable on a monthly basis or at the end of the contract should the employment come to an end before the loan is repaid. Pension Pensions are a vital part of providing fair, equitable and sustainable total rewards to our employees, and in helping them plan for the future. It enables a standard of living when there is no longer access to a salary. We believe that we have an obligation to support our team to prepare for retirement and are committed to contribute towards their retirement plan above the statutory minimum required of employers of 3%.

38 Degrees provides a private pension scheme, and new employees are automatically enrolled into the scheme (with the right to opt out after one calendar month):

Length of pension membership	Employer contribution% of basic annual salary	Employee Contribution% of basic annual salary
On joining the scheme	3%	5%
After 6 months probation	7%	1%

Employee contributions are exempt from income tax and National Insurance.

New Up-coming Developments

38 Degrees are developing and expanding some of the terms of the following policies and we look forward to sharing these policies by the end of 2025:

Surrogacy policy, Support for IVF, Menopause Policy, Parental Bereavement leave, Sabbatical Leave (after 5 years of service), Global Remote Working Policy (to enable team members to work remotely in a global/national location up to 90 days per tax year, with no more than 30 days per each request including annual leave).

Religious leave and pay

38 Degrees provide enhanced leave with pay to support team members with religious obligations.- we offer three days of leave for faith obligations, to support team members with religious needs.



How to apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Erin Fuller at Erin.Fuller@starfishsearch.com and we will be happy to arrange a call. To make an application, please go to www.starfishsearch.com/jobs/38degrees-coo and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

