

Operations Officer

Recruitment pack September 2026



*Please send your CV and cover letter to recruitment@hmd.org.uk. Please note we will **only accept applications by email.***

About us

Holocaust Memorial Day takes place on 27 January. It is a national day to commemorate the 6 million Jewish men, women and children murdered during the Holocaust, and the millions more murdered under the Nazi persecution of other communities. It was also founded to support learning and remembrance of where persecution led in Cambodia, Rwanda, Bosnia and Darfur. As antisemitism and other forms of prejudice continue today, Holocaust Memorial Day brings the nation together to remember persecutions of the past and stand against hatred and division in the present.

The Holocaust Memorial Day Trust is the charity established by the Government to promote and support Holocaust Memorial Day in the UK. It reaches millions of people each year: it leads the National Commemoration, enables hundreds of thousands of people in communities, schools and organisations to mark Holocaust Memorial Day each year through events, education and 'Light the Darkness', a collective moment of remembrance that takes place across the nation at 8pm on 27 January. Through its work, the Holocaust Memorial Day Trust deepens understanding of the Holocaust, helps protect against Holocaust denial and distortion and shapes a better future built on empathy, understanding and respect.

The role

We are seeking an enthusiastic, motivated Operations Officer to join our Operations team, providing hands-on IT support and practical operational support that keeps the charity running smoothly. You will be the first point of contact for day-to-day IT queries across the team, help look after our systems and data, and support colleagues with recruitment, office and administrative processes.

We welcome applications from candidates with experience in a similar role, and equally from recent graduates and those looking for their first job. What matters most is aptitude, organisation and a genuine interest in how IT and operations work.

This is a hands-on role and requires a person with a flexible, disciplined, 'can-do', teamworking and solutions-based outlook.

We are a positive, hard-working and high-achieving team and seek a like-minded person to join us. This is an exciting opportunity to contribute to an organisation with national impact.

Who are we looking for?

Holocaust Memorial Day Trust is for everyone, and we are committed to building a team that reflects the diversity of our society.

We welcome applications from people of all backgrounds, identities and experiences, and particularly encourage candidates from communities that are underrepresented in our workforce, including people from minoritised ethnic backgrounds and disabled people.

We are especially interested in people who share our values—empathy, understanding and respect—and who are motivated to use remembrance and education to challenge prejudice and help build a more compassionate future.

Please note we are not in a position to sponsor visas so applicants should already hold a right to work in the UK. Applicants should also reside in the UK.

Applying for the role

We will shortlist candidates based on a CV and a cover letter (maximum two pages) addressing the following:

- Why you want to work at HMDT
- Why you are interested in this role
- How you meet the person specification

Please send your CV and cover letter to recruitment@hmd.org.uk. Please note we will **only accept applications by email.**

In your cover letter, please show how you meet the person specification by **providing relevant evidence**, as this will be used to shortlist candidates for interview. You are also welcome to complete the optional Equality and Diversity [form](#) (password: HMDT) and include it with your application.

Use of AI in your application

We know that many people use AI tools to help with job applications. Please write your cover letter yourself. We want to hear your own voice and your own examples, and cover letters written by AI tend to read much the same as one another, which makes it very difficult for us to tell candidates apart. Using a tool to check your spelling or layout is fine, but the words and the examples should be yours.

What happens next

Applications are anonymised before they are shortlisted, so the shortlisting panel does not see your name or personal details. We will normally be in touch within two weeks of receiving your application to let you know whether or not we are taking it forward to interview.

If you would like to discuss any aspect of the role or the application process, please call 020 7785 7029. If you have any access requirements, please let us know and we will do all we can to accommodate you.

Job Description and Person Specification

Reporting to	TBC
Direct reports	None
Location	Vauxhall, Central London
Starting salary	£33,237
Salary scale	18
Contract type	Permanent
Annual leave	25 days per annum (increases by 2 days after two years' service up to maximum of 5 additional days after 5 years of service)
Hours	35 hours per week full-time Office hours are 9am – 5pm Monday to Friday (with some flexibility including working from home) Core working hours/day are 10am – 4pm - Tuesday to Thursday (with some flexibility including working from home) Occasional hours outside of these will be necessary for which TOIL will be granted

You will be expected in the office a minimum of 3 days per week, rising to 4 days per week during the HMD period.

Benefits

- 25 days annual leave per annum, rising with length of service as above
- Pension contributions of 5% once your probation period has been successfully completed
- Hybrid working, with some flexibility including working from home
- Time off in lieu (TOIL) for occasional hours worked outside normal office hours

Job purpose and role

The Operations Officer supports the operational effectiveness of the charity, with a particular focus on IT support and the day-to-day running of our internal systems.

The postholder will provide first-line IT support to staff, help maintain the charity's software platforms and CRM database (Salesforce), and work with our external IT suppliers to resolve issues.

The postholder will also support wider operational areas including recruitment and HR administration, procurement, office management and governance processes, working closely with teams across the organisation to deliver efficient and effective support services.

This role requires good organisation, attention to detail and a willingness to learn. The successful candidate will be a collaborative team player with a proactive approach, able to work independently, and comfortable explaining things clearly to colleagues who are not technical.

Main Responsibilities

- Provide first-line IT support to staff (eg laptops, phones, printers, Microsoft 365 accounts and software), logging, resolving or escalating issues as appropriate
- Set up equipment and accounts for new starters and close them down for leavers, and keep the IT asset register up to date
- Liaise with external IT suppliers to resolve issues and support IT projects
- Help keep our systems and data secure (eg applying updates, supporting multi-factor authentication, promoting good cyber security practice across the team)
- Maintain and update the charity's CRM database (Salesforce), ensuring supporter and donor information is accurate, secure and accessible
- Provide recruitment support to managers (eg monitor recruitment inbox, coordinate interviews)
- Support HR administration, including onboarding of new starters and maintaining staff records
- Support procurement and general administration (eg obtaining quotes, raising orders, maintaining supplier records)
- Act as a point of contact for the office, liaising with building management on facilities matters
- Support governance processes, including logistics for Board and committee meetings

- Support the handling of personal and confidential information in line with GDPR and our data protection policies
- Play an active role in the Operations Team and assist with general enquiries where needed

General

- Undertake any other duties which may reasonably be requested
- Provide support and cover of duties across the wider team where necessary
- Work as part of the HMDT team to realise the charitable aims and Holocaust Memorial Day Trust organisational strategic plan

Person Specification

We are looking for potential as well as experience. Previous experience in a similar role is welcome but not essential, and your evidence can come from study, volunteering, part-time or casual work, personal projects or other experience.

Essential

- Confident user of Microsoft 365 or similar (eg Outlook, Word, Excel, Teams)
- Interest in technology and how IT systems work, with a logical approach to solving problems
- Good written and verbal communication skills, including the ability to explain things clearly to non-technical colleagues
- Well organised, with strong attention to detail and the ability to prioritise and keep track of multiple tasks
- Ability to handle sensitive and confidential information responsibly
- An interest in and commitment to the values of HMDT
- Understanding of and commitment to diversity and inclusion

Desirable

- Experience of providing IT support (eg in a job, at university, volunteering or for family and friends)
- Experience of working with a CRM database (eg Salesforce)
- Experience of office administration or customer service
- An interest in cyber security or data protection
- Experience of LLM AI usage (ChatGPT, Claude etc)

Personal Qualities

- Energetic with a pro-active approach, who brings new ideas to the team
- Well organised, with a common-sense approach, and willingness to learn
- Patient and helpful when supporting colleagues
- Sensitive and thoughtful when working with complex historical content
- Strong team player with good interpersonal skills, able to work independently and sensitively with colleagues and stakeholders
- Available to travel and attend off site events from time to time

Why Join Us

- Take on a varied role at the heart of a national charity
- Build practical, transferable skills across IT support, systems, data and administration
- Support work seen by millions across the UK each year
- Be part of a moment that brings the nation together each year to shape a better future built on empathy, understanding and respect
- Join a supportive, mission-driven team

This job description is intended as a guide to the main responsibilities of the role, not as an exhaustive list of duties and tasks. HMDT examines and updates job descriptions periodically to ensure they relate to the role being performed.

All staff are required to support key activities such as attending HMD events therefore using annual leave in peak periods may be restricted.

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Thank you for your interest in the Holocaust Memorial Day Trust.

**Remember the past.
Protect the future.**