


# JOIN THE LINE-UP

**Recruitment Pack**

Operations Officer

November 2026



# THE PROBLEM

**Ocean health is vital to all of us, wherever we live. The food we eat and the water we drink. The places we work and play. The weather around us. The climate we depend on. Even the air we breathe. Society has been shaped by a healthy and stable ocean. For people to continue to thrive and live life to the fullest, the ocean must thrive too. The planet is at tipping point and change is needed now.**

**Build the culture that wins**

Thirty-six years ago, a handful of surfers got fed up with surfing in sewage and decided to do something about it. Today Surfers Against Sewage is a nationwide movement of staff, volunteers, communities and supporters and is one of the UK's most effective marine campaigning charities.

But sewage pollution remains a massive threat to our seas and inland wild waters, and the people who love, enjoy, and rely on them. The time for tinkering around the edges is over. Winning means changing the systems that put profit over people, and that takes a bigger, bolder, and more joined-up SAS.

We've got a new strategy, and we're gearing up to make sure we can be as impactful as possible. We are working on the technology, systems, and processes a leading campaigning organisation needs but we recognise that the power of our movement comes from people. Our ambition is an innovator and disruptor culture, with creativity, clear decisions, real ownership and room to experiment. Culture like that doesn't happen by accident. It's built by leaders, by managers, and by the people who support them.

That's where you come in. If you want to shape how a mission-driven organisation works, challenges itself and looks after its people, we'd love to hear from you. You don't need to surf. You do need to care about the ocean and about doing right by the people who protect it.

Read on to find out more.




Surfers Against Sewage campaigners, early 1990s

# OUR CAMPAIGNS ARE ONLY AS STRONG AS THE PEOPLE BEHIND THEM.

Giles Bristow
CEO



As we start a new strategic plan, I'm looking for someone who'll help us become the organisation we say we are: fearless, focused and fun-loving, and a place where people can own their impact. If that's you, I'd love to meet you.

Giles Bristow, CEO

JOB SPEC

# Operations Officer

## Keep our office well run and sustainable and give every supporter who gets in touch a great first impression.

| | |
|---|---|
| **Department/Team** | Operations |
| **Hours** | Part time (30 hours per week) |
| **Contract** | Permanent |
| **Role level** | Level 4 |
| **Reports to** | Director of Operations & HR |
| **Location** | Hybrid |
| **Salary range** | £27,447 - £36,419 |
| **No of Direct reports** | None |

## WHY THIS ROLE EXISTS

Our team needs a base that just works: well equipped, good value, safe, inspires creativity, and kind to the planet. And when supporters email or call, they need a quick, accurate and friendly answer.

You own the running of our office, from health and safety and IT kit to vehicles, suppliers and insurance. You handle first-line enquiries, set new starters up well and organise our staff away days. SAS is changing fast, so we need someone who keeps things running smoothly while asking what we could stop, change or start.

## The role in brief

### Keep people safe

Make sure our office and vehicles meet health and safety law and policy, and build a culture where safety is everyone's job.

### Run a smooth, sustainable office

Keep the office, IT kit, licences, suppliers, vehicles and insurance in order, good value and environmentally responsible.

### Make a great first impression

**Answer supporter enquiries quickly and accurately, and give every new starter a thorough office induction.**

## What Will you do

**Supporter enquiries**

Respond to enquiries to info@ and the main phone line quickly, accurately and with care.
Keep FAQs up to date, on brand and aligned with how we work.
Arrange phone cover and train colleagues on FAQs and call handling.
Once trained, update supporter details and records in the CRM

**Office health and safety**

Own office and vehicle health and safety, including risk assessments, safety checks, drills, first aid and records. Wider health and safety is out of scope.
Report accidents and near misses to the Leadership Team and trustees, ensuring lessons lead to improvements.
Manage relationships with external health and safety advisors and contractors, within budget.
Keep staff training up to date, including first aid, fire wardens and security.

Manage the health and safety budget, flagging variances and additional spend.

**Office, vehicles and insurance**

Own the office: keeping it stocked, serviced and organised, and manage office and storage space.
Review supplier contracts and billing to ensure good value and ethical, environmentally responsible choices.
Keep company vehicles safe and legal through servicing, MOTs, insurance and breakdown cover. Ensure drivers are authorised and defects are reported and resolved.
Manage company insurance with our broker, keeping cover up to date and supporting staff with queries.
Manage the office budget within agreed limits.

**IT equipment and licences**

Maintain records of staff IT equipment, organise laptop replacements and repairs, and collect kit from leavers.
Provide home and hybrid working equipment in line with policy.
Manage maintenance contracts for postage, printing and networking equipment.
Manage non-Microsoft software licences and renewals, reducing unnecessary third-party tools where possible.

**New starters and staff events**

Give every new starter a thorough office induction covering safety, IT and company vehicles.
Keep improving the office side of onboarding.
Plan logistics for at least four staff away days a year, ensuring they are productive, safe and inclusive, within budget.

## Our Values in this role

### Fearless

**We aim big, make noise and call bullsh*t**

**In this role**

Name safety risks and challenge suppliers who aren't delivering, even when it's awkward.

### Focused

**We're crystal clear in mind and message**

**In this role**

Keep the office running on clear, simple processes so everyone else can focus on the campaign.

### Fun-Loving

**We're fiendishly playful, inspired by the water**

**In this role**

An office space that inspires creativity and away days people look forward to: inclusive, well organised and outdoors where we can.

JOIN US

# Operations Officer

### Essential experience and knowledge

- Office management, including phone and email enquiries.
- Good understanding of office health and safety and how to put it into practice.
- Managing suppliers and budgets up to £100k.
- Keeping accurate, confidential records.
- Confident with modern workplace tools including MS365 and Mural
- Relevant qualifications or equivalent experience in office, facilities or operations management.

### Essential skills and behaviours

- Organised and reliable, able to juggle competing priorities and get things done.
- Friendly, clear communicator who takes care with enquiries and details.
- Good at putting simple, practical processes in place.
- Uses good judgement, spots problems and knows when to act or ask for help.
- Discreet and comfortable working with confidential and governance matters.
- Full, clean driving licence and happy to drive for work (mileage paid).
- Willing to work some evenings and weekends, with time off in lieu where agreed.
- Gets things done, learns from feedback and owns mistakes.

### Desirable

- Experience organising staff events, inductions or training.
- Curious about how things could work better, more creatively and willingly challenge the status quo.
- Training or qualification in health and safety, fire safety or first aid.
- Good at building relationships across an organisation.
- Experience in a charity, campaigning or values-led organisation, and a passion for the marine environment.

# EQUITY, DIVERSITY AND INCLUSION

## Here at Surfers Against Sewage, we are not ones to shy away from the big topics. Equally, we are self-aware enough to realise where we have work to do.

We are setting ourselves ambitious but attainable targets and we recognise our engagement in Equity, Diversity and Inclusion needs a dedicated, organisation-wide strategy.

The impact of sewage pollution, water quality and climate change disproportionately affects marginalised communities, yet there is significantly lower representation in Ocean Activism from within these communities. We want to change that. Our aim is to ensure that everyone, wherever they live and whatever their background, can be part of the movement to protect the waters we love. That isn't just a tagline – it's a commitment.

We are all connected to the ocean, regardless of distance, age, gender, race, disability, sexual orientation or belief system. We want to help reconnect us all to the ocean, waterways, rivers, lakes and even the water we use in our homes and schools. It's all connected – let's protect it together.

And finally, even if you don't meet every single requirement and don't surf, here at SAS we are committed to building a diverse, inclusive and equitable workplace, so if you like the look of this role and even if your past experience doesn't align perfectly with everything in the job description, we would still like to hear from you! You may be just the right candidate for this or other roles.



Clevedon Protest
© Earthminutes

# BENEFITS

## What are the benefits to working at Surfers Against Sewage, apart from being part of an amazing, dedicated and inspiring community of people?

**Flexible working hours and TOIL**
We offer a flexible approach to working hours between 7:30am and 6:30pm, and we provide Time Off In Lieu when staff are required to work overtime. Our contracts specify working hours, but we focus on outcomes over where, when, and how people work.

**Hybrid and home working**
Our roles are specified as either Hybrid working, with a requirement to come into the office a minimum of two days a week, or homeworking, with some travel to the office on agreed days (dependent on the role).

25 days of annual leave (pro rata), increasing each January up to 28 days, plus Bank Holidays.




**Employee Assistance Programme**
SAS have partnered with Perkbox. Their employee benefits programme is a suite of wellbeing services, offering you and your family a structured way to work through physical or mental health issues and financial.

**Mental Health and Wellbeing Policy**
As part of this policy, we offer four wellbeing days a year , to be taken at any time as a preventative measure.

**Pension**
5% (instead of statutory 3%) and will be regularly reviewed. Nest pension with ethical savings options.

**Enhanced sick pay**
8 weeks full pay and 8 weeks half pay

**Enhanced maternity and shared parental policies**

**Sabbatical policy**
Giving the option for those with longer (>3 years) service to request sabbaticals or career breaks.

We also have an amazing office space for those based locally, overlooking the sea and with an invigorating headland walk, access to Trevaunance cove for swimming, or grab a surfboard from the rack and squeeze in a lunchtime surf. And best of all well behaved pets are allowed in the office, and we're pleased to provide never-ending Yallah Coffee for staff!

Many of the above benefits are non-contractual, and therefore can be changed without consultation. We are committed to creating an ever more progressive and open culture, and we believe the biggest benefit of working at SAS is working somewhere that you can own your impact. We are also pleased to be able to offer a bunch of other great stuff alongside!

# TESTIMONIALS

> Starting as an administrator at SAS five years ago, I never expected to stay this long – let alone find my dream job bridging business and environmentalism as part of our Partnerships Team. Representing a movement fuelled by such a fiercely passionate community is both a massive privilege and a responsibility that keeps you on your toes. Behind the headlines and wild campaigns is a fast-paced team that refuses to compromise on impact, yet doesn't take themselves too seriously. We're trusted to own our outcomes within a culture that understands that you need the slow to fuel the fast – lunchtime surfs and headland walks are part of the daily rhythm. Tabi, Fundraising.

> Hi, I'm Alun, Technology & Transformational Lead at SAS and I love the fast-paced nature of the work we do. The landscape we operate in is always changing, and in order to remain focused on impact, we have to continuously adapt and react. Having a culture that encourages collaboration, calculated risk taking, being accountable, and taking those brave decisions, provides the foundation for the agility we need to keep challenging the status quo and pushing for systemic change.

> I'm Danni, the Senior Press Officer at SAS- it's my job to work with journalists and broadcasters to keep the sewage scandal in the headlines and keep the pressure on decision-makers, whether that's calling out the polluters in national press, staging a creative stunt or telling powerful stories of those impacted by sewage pollution. I love working in an environment where we are encouraged to be bold, make decisions and take risks, whilst always learning. It's a privilege to work alongside such a fun and talented bunch of people who support each other to grow the movement, mobilise people and take down the polluters!



# VALUES

## These are our f-words. They are bullishly simple because their job is to guide behaviours and practices across our organisation.

Being **fearless** means not shying away from the biggest fights. It means aiming high, saying things straight and calling out lies. It means leading the way by doing things first, and saying no if the potential impact is too small.

**Focus** is about concentrating our efforts with precision and force; not spreading ourselves too thinly. This requires making tough choices and uniting around pivotal goals. Focus unlocks innovation by shedding distractions. And it keeps us agile so we can quickly re-organise when the conversation needs to change.

**Fun-loving** might seem out of place, but fun is a deceptively powerful tool, and when paired with fearlessness creates the unique SAS blend of edge and mainstream virality. Ours is a culture of playful creativity, unexpected innovation, and stinging satire. It's a style of campaigning that disarms bad actors, grabs attention and rallies communities. And it's proof that humanity can prevail against extractivism and greed.

FEARLESS

FOCUSED

FUN-LOVING




SURFERS AGAINST SEWAGE

SAS team © Mat Arney

We are a Living Wage Employer

**Relationships with existing staff, volunteers or trustees**

We are committed to ensuring our recruitment processes are fair, transparent, and free from conflicts of interest. Please declare any family, personal, or close working relationship with a current employee, volunteer, trustee, or contractor of SAS on your cover letter.

## How to Apply

Please submit your CV and cover letter explaining how your skills and experience meet the requirements of the role to recruitment@sas.org.uk

You should receive an automatic email response after submitting your application. If you fail to receive this confirmation from us, please email recruitment@sas.org.uk or call us on 01872 553001

## Closing Date: 06.12.2026

If shortlisted, interviews will be in two stages:

**Stage 1 w/c 10/12/2026**
**Stage 2 w/c 16/12/2026**

We will work with you to accommodate any reasonable interview.