

Operations Officer

Job Description

Job Location:	Home-based, with a minimum of every other week travel into our London Office.
Responsible to:	Operations Manager
Hours:	35 per week
Grade:	Point 27-30, £30,116- £33,083 (a London Allowance will be applied to employees who live in London, plus 6% employers pension subject to an additional 2% contribution by the employee)
Contract:	Permanent, subject to funding.

About Respect:

Respect is a pioneering UK membership organisation in the domestic abuse sector. Founded in 2000, we have built our expertise over the last 25 years in what was then a fledgling sector, and recently have seen significant and rapid growth.

Respect supports frontline organisations across the UK, so that together we can end domestic abuse. Our work is wide ranging: we offer accreditation of specialist services; we provide training for individuals and organisations working in the sector; we work in partnership with others to innovate and develop practice; we provide two helplines to enable service users to get the help and advice they need; we lobby influencers to improve policy and practice; we support up-to-date research undertaken by specialists in the field; and we fundraise to ensure important work continues to happen.

Respect has seen rapid growth over the last few years, and we now have 60+ staff running a range of projects and core activities and have ambitious plans for further growth and influence.

Our Vision

We want a world where everyone is free from domestic abuse. Where it is never ok to control, harm or cause fear. Where those who perpetrate domestic abuse are stopped, held to account and given the chance to change.

Our Mission

We work with our members, partners and allies to stop the harms done by those who perpetrate domestic abuse. With innovative practice, robust research and quality data, we build evidence of what works, promote safe, effective practice and drive high standards. We use our voice, in collaboration with others, to call for a response to domestic abuse that matches the scale of the problem. We will not stop, until domestic abuse stops.

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Our Focus

Respect was founded to focus on perpetrators of domestic abuse and this, including our vital work with young people who cause harm, will remain our key priority. Our work with male victims will continue as an important, distinct, project.

Our Values

- Pioneering - We explore innovative ideas and develop new approaches with curiosity and rigour.
- Collaborative - We work in partnership with our members, partners and allies to bring about individual, societal and systems change.
- Accountable - We listen to survivors and centre their needs in our work. We hold perpetrators to account for their behaviour and hold ourselves and our members accountable for ours.
- Respectful - We live up to our name. We are committed to equity, diversity and inclusion in all that we do. We are honest, compassionate and boldly challenge injustice.

Purpose of the role:

This is a new, but vital role within the operations team to support the Operations Manager with business support for Respect. The postholder will contribute towards the smooth and efficient running of day-to-day activities that directly support Respect's mission such as HR, operations, executive diary management, staff training, governance, data management and data security under the direct supervision and guidance of the Operations Manager.

Key responsibilities

- Manage the joint inboxes and take relevant action.
- Assist with the recruitment and onboarding of new staff; place job ads in relevant places; set up interviews; service the interview panel; pre-employment checks, drafting of contracts, help induct new staff to the organisation and admin systems
- HR support for the employee lifecycle
- Post on social media and website updates for recruitment
- Complete administrative details for freelance agreements
- Support the Operations Manager with the administration of staff contracts
- Ensure HR records are kept up to date and accurate
- Ensure staff are allocated and complete compliance training
- Monthly reporting on operation functions to the Operations Manager
- Organising governance, executive and internal staff meetings
- Be a point of contact for IT requests and issues
- Order staff equipment, deal with any returns, and maintain the equipment and mobile phone update logs

- Coordinate room bookings in our central office
- Book travel and accommodation
- Post on social media and website updates for recruitment
- Diary management
- Liaising with external stakeholders
- Administrative support to the Operations Manager, Executive leadership team and Fundraising Team
- Any other duties commensurate for the role

Person Specification

EXPERIENCE/ABILITIES		Essential	Desirable
1.	Experience of providing administrative or operational support to an organisation of at least 30 people		X
2.	Experience of supporting HR functions		X
3.	Experience of scheduling meetings and appointments, and coordinating internal and external correspondence, including emails	X	
4.	Experience in monitoring and maintaining operational/business processes.	X	
5.	Experience in inventory management and supply ordering		X
6.	Experience in supporting the induction of new staff ensuring they have access to information and technology as needed.		X
7.	Outstanding organisational skills and a keen eye for detail	X	
8.	Strong experience of using Office 365, SharePoint, internal systems, and data management software.	X	
9.	Experience of helping others use Office 365, SharePoint and HR systems to enable them to effectively carry out their role	X	
10.	Experience of creating guides to help staff use internal system		X
11.	Experience of minute taking for internal meetings		X
KNOWLEDGE			
12.	An understanding of the root causes of domestic abuse on both an individual and societal level		x
13.	Understanding of basic GDPR principles, regulations and data security	X	
14.	Knowledge of task prioritisation techniques	X	
BEHAVIOURS AND VALUES			
15.	Demonstrate a commitment to - and understanding of - the values, aims and objectives of Respect	X	

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16	To handle sensitive data with confidentiality and discretion	X	
	To communicate effectively with people at all levels of an organisation	X	
16.	Commitment to meaningful anti-discriminatory practice, and equity, diversity and inclusion.	X	
17.	Willingness to travel	X	
18.	To work independently and as part of a team	X	
19.	To identify and resolve problems efficiently and collaboratively	X	