

Post Details

Job title: Resources & Operations Manager

Reports to: Chief Executive Officer (CEO)

Key relationships: CEO, Finance Officer, Fundraising Manager, Digital Manager, Board Members

Working hours: 4 days per week (28 hours). We're happy to consider flexible working.

Starting salary: £30,000 - £33,000 pro rata

Location: Remote working and/or our South London (Brixton) office.

Post Summary

Can you lead Free Tibet out of the pandemic, helping to establish a 'new normal' of blended work? We are looking for a passionate problem solver who can build the systems to make our campaigning flow smoothly. Someone who enjoys inventing and deploying sensible systems and can make good judgements and use their initiative to see what needs doing and make it happen.

The Resources & Operations Manager will be the senior member of our team who shapes Free Tibet's physical and human resources, real world security, financial administration, office and our governance. We are a small team, so even though this is a managerial position the successful candidate will be someone that likes to get involved in a hands-on way.

This is an exciting position for an effective organiser wanting to work for a campaigning organisation. This role would suit someone looking to take on more responsibility and gain management experience, someone who has been an executive assistant or someone returning to work. If you think you meet the person specification then we are keen to hear from you.

We welcome applications from everyone irrespective of age, gender identity, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race or ethnic origin, sex, sexual orientation, transgender status or socio-economic background. As women, members of ethnic minority and LGBT+ groups are currently under-represented in the management of the organisation we particularly encourage applications from these groups. We would also welcome applications from those who wish to return to the workplace after a period of absence.

Free Tibet

Free Tibet is one of the world's leading Tibet campaign organisations. Our vision is a free Tibet in which Tibetans are able to determine their own future and the human rights of all are respected. We campaign for an end to China's occupation of Tibet and for international recognition of Tibetans' right to freedom. We mobilise active support for the Tibetan cause, champion human rights and challenge those whose actions help sustain the occupation.

Tibet Watch

Tibet Watch is Free Tibet's research partner and a UK registered charity which was set up in 2006. Our core aim is to promote the human rights of the Tibetan people through monitoring, advocacy and research. We are the only organisation dedicated to sourcing and verifying accurate information about the human rights situation in Tibet.

Our main (joint) office is in Brixton in South London, and including the Dharamsala research team and Free Tibet, we are around 15 staff members in total. At present most staff are working from home, and we expect continuing high levels of home working in future. As at times you will be expected to be in the office, we expect the Resources & Operations Manager to be in the office one day per week. **We therefore welcome applicants from across the UK.**

Additional benefits include flexible working hours, training and development opportunities, pension scheme, interest free season ticket loans and a generous annual leave allowance (25 days pro rata plus public holidays and additional time off between Christmas and New Year).

Job Description

Key Responsibilities

Operations

- Ensure that the staff have appropriate IT and resources both in the office and working from home.
- Manage the organisation's filing system, both paper and electronic.
- Ensure that Free Tibet has a first aid officer and a fire officer and meets its health and safety responsibilities.
- Ensure travel arrangements for the team are organised.
- Manage the office:
 - Be the liaison for the building management and service providers to the office.
 - Lead on ensuring that we have an office that meets our needs, including office layout and office moves where necessary.
 - Ensuring that stationery and office supplies are ordered as required, the premises are insured, cleaned, etc.
- Ensure that the physical (as opposed to digital) security requirements (e.g. safes, clean desks, shredders, securing key equipment) of the organisation are met and that our people understand and adhere to our security policy.
- Ensure that internal events are organised appropriately.

Governance

- Administer the Boards, including arranging meetings, compiling reporting, sending papers and ensuring minutes are taken.
- Ensure that action items arising from meetings are fulfilled e.g. by reminding those responsible of deadlines and providing any support necessary.
- Support the development of the governance of Free Tibet & Tibet Watch, ensuring we have

Resources & Operations Manager

best practice policies and we have a document revision schedule and that it is implemented.

- Ensure that financial and legal documentation is kept up-to-date e.g. bank mandates, records at Companies House, etc.

Human Resources

- Oversee all recruitment: ensure correspondence with applicants is managed, interviews are scheduled, tests for interviewees are administered, records are up-to-date, contracts are managed, etc.
- Ensure that contact details for staff and Board members are kept up-to-date.
- Ensure all HR records are kept up to date and the system for doing so is fit for purpose, and new staff are inducted appropriately.
- Ensure HR & employment policies are up to date, legally sound and best practice.
- Ensure that the environment we work in and benefits offered are appropriate and available for the staff.
- Lead on appraisals and staff development, making sure that all staff have appropriate training available.
- Play a key role in shaping the internal culture of the organisation.

Finance

- Line-manage the Finance Officer and ensure their responsibilities are carried out.
- Ensure that all financial administration and reporting is carried out, including filing documents with the appropriate regulatory authorities, and coordinating the monthly management accounts meeting.
- Oversee budgeting across the organisation.
- Work with the Finance Officer to transition our finances towards a more automated cloud-based approach.

General

- Participate in regular team meetings.
- Participate in campaign actions as required, including events, protests and demonstrations.
- Contribute to responding to supporter queries by email and phone and distributing mail as appropriate.
- Manage volunteers where necessary.
- Support the CEO.
- Any other tasks reasonably required to ensure the smooth running of the office.

Person Specification

Essential:

- Proven ability to problem solve, take initiative and manage complex operational areas of an organisation.
- Experience of managing administrative and operational processes to ensure conformity with established regulations and best practise.
- Excellent administrative and organisational skills, including a good eye for detail.
- Ability to line-manage.
- Ability to manage and develop organisational HR.

Resources & Operations Manager

- Commitment to maintaining confidentiality & prioritising security.
- Experience of drafting organisational policy - be that HR, financial, governance, etc.
- Ability to manage competing priorities and ensure deadlines are met.
- Good communication skills – both written and verbal.
- Commitment to Free Tibet’s mission.

Desirable:

- Experience of financial management including developing new systems
- Experience of supporting an organisation’s governance

Application Process

You can return your completed application by email to host@freetibet.org .

Completed applications must be received by **10:00 am on Monday September**

6th. Interviews will take place on Friday September 17th via video call.