

Job Information Pack

Head of Operations



Post Details

Job title:	Head of Operations
Reports to:	CEO
Key relationships:	CEO; Finance Officer; Head of Engagement and Action; Head of Campaigns, Policy & Research; Head of Fundraising; Board Members.
Working hours:	4 days (28 hours) per week though we can be flexible about this.
Salary:	£30,000-£35,000 pro rata.
Location:	Remote working and/or our South London (Brixton) office.

Post Summary

Are you looking for a role that pairs your project-management and people-focused skills to use and your interest in human rights and campaigning? Free Tibet is a small yet ambitious campaigning organisation looking for a passionate and creative problem solver with the skills to build the systems that make our campaigning operations flow smoothly. This role would be ideal for someone who enjoys putting systems into place that help their team thrive, who can make sound judgements and use their initiative. The right person will also need to work well with others as they will need to support the team and CEO with various resource-based and operational tasks.

The Head of Operations will be the key member of our team who shapes Free Tibet's physical and human resources, financial systems, working environment and our governance. We are a small team with big goals and an urgent mission, so the successful candidate will be someone that thrives in a 'hands-on' environment, who is comfortable and skilled at juggling multiple high-stakes projects at one time and can cultivate a nurturing work culture that gets the best out of everyone, regardless of their background.

About Free Tibet and Tibet Watch

We stand with Tibetans around the world. For their homeland, for their future and against China's brutal occupation. We keep the eyes of the world on the atrocities being committed in Tibet. Tibet Watch shares evidence that makes them impossible to deny. Free Tibet leads campaigns that make them impossible to ignore. And together, we will build a global movement that's impossible to resist. Tibet can be free. It must be free – and one day it will be. Together we bring that day closer.

Location

Our main office is in Brixton, South London and we have 14 staff members in total that work across the UK and in our field research team. We expect the post-holder to be in the office one day per week on average, but we are happy to be super-flexible (e.g. 4 consecutive days each month).

Perks

Benefits include flexible working hours, a flexible working-from-home policy, training and development opportunities, a pension scheme, interest-free season ticket loans and a generous annual leave allowance (28 days plus public holidays of leave).

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Equality, diversity and inclusion

Free Tibet and Tibet Watch are actively committed to equality, diversity and inclusion in our workforce. We strongly encourage applications from all sectors of society regardless of: age, gender identity, disability, marriage or civil partnership, pregnancy or maternity status, religion or belief, race or ethnic origin, sexual orientation, transgender status or socio-economic background. We also welcome applications from those who wish to return to the workplace after a period of absence. Sadly, we can only welcome applicants who have the right to work in the UK at this time.

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 (including visas and insurance) 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 the office 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 and are optimised for the team's needs.
- 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 team are trained up on and adhere to our security policy.
- Ensure that internal events, such as staff away days, are organised and run smoothly.

Governance

- Liaise with and administer the Boards for Free Tibet and Tibet Watch respectively, which includes arranging meetings, compiling reporting, sending papers and ensuring minutes are taken.
- Ensure that action items arising from Board 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 and Tibet Watch, ensuring we have best practice policies and we have a document revision schedule which is implemented.
- Ensure that financial and legal documentation is kept up-to-date e.g. bank mandates, records at Companies House and The Charity Commission are updated and Annual Accounts filed.

Human Resources

- Oversee all recruitment ensuring that correspondence with applicants is managed, interviews are scheduled, tests for interviewees are administered, records are up-to-date, contracts are managed and inductions set-up.

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- Ensure that all employee records for staff and Board members are added and kept up-to-date on our HR system.
- Ensure HR & employment policies are up to date, legally sound and best practice.
- Ensure that the working environment (including our work culture) 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.
- Lead on creating a culture and policy that is excellent and nourishing for volunteers.
- Play a key role in shaping the internal culture of the organisation.

Finance

- Line-manage the Finance Officer and ensure that 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, financial reporting and analysis across the organisation.
- Lead on developing our finance systems, ensuring they are best practice.

General

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

Person Specification

Essential

- Proven ability to problem solve, take initiative and manage complex operational areas of an organisation.
- Experience of delivering administrative and operational processes to ensure conformity with established regulations and best practise.
- The ability to manage our finances, including reporting/analysis and overseeing the running of our day to day systems.
- Ability to line-manage.
- Experience of drafting, managing and developing organisational policy and resources – be that HR, financial, governance, etc.
- Experience delivering projects: exercising discernment about project direction, managing competing priorities and ensuring deadlines are met.
- Good communication skills – both written and verbal.
- Commitment to Free Tibet's mission.

Desirable

- Experience of supporting an organisation's governance.

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Application Process

How to apply: please send a CV and cover letter/personal statement no more than 1,000 words to host@freetibet.org. The deadline to apply is **Monday 6th February 2023** at 9am. Interviews will take place via video call on **Friday 10th February 2023**.

Your cover letter/personal statement should clearly address the essential and desirable competencies listed in the person specification. The shortlisting panel will be looking for evidence that demonstrates your skills and experience in these areas to determine who to shortlist and ultimately invite for an interview. We recommend using the Situation, Task, Action, Result model to do this for each competency.