

People and Operations Officer

Would you like to join a small but mighty charity, working as part of an inspirational team delivering real change for women and girls? Are you highly organised, and looking for a new challenge? If so, we are looking for a brilliant People and Operations Officer who can support us to deliver our ambitious 3-year Strategy.

- Reporting to:** Senior Operations Manager
- Location:** Home-based
- Salary:** £30,000 per annum
- Contract:** Full-time (35 hrs pw) can be worked flexibly.

About SEA

Surviving Economic Abuse (SEA) is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. Our vision is a world in which all women and girls are economically equal and live their lives free of abuse and exploitation. Economic abuse is a form of coercive and controlling behaviour: 95% of women who experience domestic abuse will experience economic abuse. Not only does it limit their choices and ability to access safety, but it has an ongoing impact. It damages future dreams and aspirations, and, in some cases, it takes lives.

About the role

As People and Operations Officer, you will support the Senior Operations Manager in their day-to-day operational management of the Charity, enhancing the charity's ability to grow and adapt. This role is perfect for someone with a solid administrative background and some HR or event experience, committed to working in a dynamic, impact-driven environment. You will take on a mix of HR responsibilities and broader operational tasks, requiring excellent organisational and IT skills, proactive engagement and the ability to use your initiative, all the while maintaining a positive, flexible and collaborative approach within our small but dedicated team.

Key responsibilities

You will work closely with the Senior Operations Manager, forming a dynamic team to swiftly address and adapt to the charity's evolving operational needs. You will have the following responsibilities:

Supporting our people

- **Recruitment & Onboarding:** Assist with all aspects of the recruitment process, from job posting to onboarding, induction, Right to Work/DBS checking, issuing of contracts and equipment supplies and ensuring a smooth and welcoming experience for new team members.
- **Team Intranet & Handbook:** Actively improve our intranet site and e-handbook by incorporating team feedback to enhance communication, resource sharing, and engagement. Ensure all content is current, manage updates efficiently, and promptly communicate changes to keep team members well-informed and connected.
- **Meeting & Event Planning:** Plan and deliver both in-person and virtual meetings and events. This includes drafting detailed agendas, arranging venues, and managing logistical details such as accommodation and travel for in-person gatherings. For virtual events, ensure reliable technology setup and seamless execution. Coordinate all aspects to facilitate successful, engaging, and productive meetings and events aligned with the charity goals.
- **Team Wellbeing:** Support on all aspects of team wellbeing, from supporting existing initiatives, to identifying new ones, to purchasing gifts and remembering special anniversaries for the charity and our team members. Working across our wider team, but especially with our Communications team, to ensure all team members feel engaged, valued, listened to and informed.

Supporting our operations

- **SharePoint System Management:** Help to maintain, enhance, and develop the SharePoint filing system. This includes implementing standardised naming conventions and organising filing structures, as well as assisting in the development of a new

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structure to improve functionality, document retrieval, and user engagement across the charity.

- **Policy Development:** Support the administrative aspects of policy development. This includes accurately documenting revisions, maintaining version control and ensuring all policies are kept up to date and accessible.
- **Health, Safety & Training Coordination:** Conduct annual health and safety assessments to ensure compliance and support of our remote working environment. Oversee the scheduling and completion of mandatory training sessions for all team members, ensuring they are up to date with necessary skills and compliance requirements to enhance workplace efficiency and safety.
- **Equipment Purchasing & Inventory Oversight:** Assist to purchase equipment and managing a comprehensive inventory, ensuring all items are in good working condition and properly accounted for. Oversee the maintenance schedule and coordinate with IT support and team members to securely dispose of equipment at the end of its lifecycle.
- **Data Management & Protection:** Ensure high standards of information management and data security across the charity. Facilitate easy access to information for the team, maintain security protocols, and keep accurate records and audit trails.
- **Contract Optimisation:** Update and manage service contracts, such as mobile phone services, to ensure we are getting the best possible value. This includes regularly reviewing contract terms, negotiating with service providers for better rates or services, and ensuring all contractual obligations meet the operational requirements and budget constraints.
- **CRM updates:** Ensure relevant contacts and communications are recorded on our Salesforce database as required. Work with our Salesforce lead within SEA to assist in the development of this initiative across the charity.

General Duties

- To contribute to the promotion of SEA and its work.
- To participate and contribute to team meetings and organisational development.
- To engage in learning and take responsibility for your own personal development; and

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- To comply with SEAs policies and procedures and legal requirements, such as provisions set out in the GDPR, Health and Safety at Work Act 1974 and Equality Act 2010.

This role description is not exhaustive. The postholder may be required to take on additional duties which are not specified here but which are in scope of the role.

Person specification

Essential skills and experience

- **Operational Experience:** Proven experience in a fast-moving operations support role.
- **HR or People Support Skills:** Experience in tasks like recruitment and staff development, along with a strong ability to maintain sensitive information discreetly.
- **Strong IT Skills:** Proficient in using IT systems to boost workplace productivity and communication.
- **Budget Management:** Experience in budget oversight, with the ability to plan, allocate and optimise resources.
- **Organisational Abilities:** Excellent organisational and time management skills, with the capacity to manage multiple priorities effectively.
- **Communication Skills:** Exceptional written and verbal communication abilities.
- A commitment to the values and feminist ethos of SEA.
- A demonstrable commitment to equality, diversity and inclusion.

Essential abilities

- Ability to work independently in a fully remote environment.
- An ability to prioritise effectively and work accurately under pressure.
- An ability to use initiative, patience, and perseverance to help resolve problems. Ability to exercise confidentiality and discretion.
- A collaborator and strong team player.

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Desirable skills and experience

- Previous experience of SharePoint, and Customer Relationship Management systems, ideally Salesforce, would be useful, but not essential.
- Event management, including planning, coordination and delivery of events that align with organizational values.
- An understanding of Health and Safety legislation, and previous experience supporting remote workers with health and safety issues would also be helpful.

Working arrangements

This role is home-based, but occasional travel to meetings will be required (once or twice a month). A laptop and telephone are provided, and travel expenses are covered. The wider SEA team meets approximately once a month virtually, with in-person meetings every quarter. Due to the nature of our work and this role, appointment will be subject to satisfactory Disclosure and Barring Service (DBS) check and references.

What we offer

- 25 days annual leave, plus 5 Wellbeing Days and Statutory Bank Holidays
- Flexible working
- Working from home
- 3% Employer Pension Contribution
- Reflective practice and Employee Assistance Programme
- The chance to be part of our highly professional, supportive team

To apply

Please apply on-line from Monday 3rd June 2024 at: <https://survivingeconomicabuse.org/jobs-at-sea/>

For an informal discussion about the role, please contact Pam Hoyer, Senior Operations Manager at pam.hoyer@survivingeconomicabuse.org

Applications open from 12 noon Monday 3rd June 2024 and close 5pm Monday 24th 2024.

Interviews: Interviews will take place week commencing Monday 1st July 2024 in Central London or virtual.

Surviving Economic Abuse (SEA) is committed to developing an inclusive team which reflects the diversity of the communities we support. Our culture celebrates diverse voices, and we particularly encourage applications from Black and minoritised applicants and disabled applicants who are under-represented at SEA.