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## **Job Description and Person Specification**

<b>Job title:</b>	<b>Operations Officer</b>
<b>Reports to:</b>	Head of Operations
<b>Salary:</b>	£38,613 full-time, plus up to 5% employee matched pension contribution
<b>Date call released:</b>	4 January 2022
<b>Deadline for applications:</b>	30 January 2022
<b>Start date:</b>	ASAP
<b>Duration:</b>	This is a full-time, permanent position

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## **About Reprieve**

Reprieve is a UK charity founded in 1999. Reprieve uses strategic interventions to end the use of the death penalty globally, and to end extreme human rights abuses carried out in the name of “counterterrorism” or “national security”.

Reprieve works with the most disenfranchised people in society, as it is in their cases that human rights are most swiftly jettisoned and the rule of law is cast aside. Thus, Reprieve promotes and protects the rights of those facing the death penalty and those who are the victims of extreme human rights abuses carried out in the name of “counterterrorism” or “national security”, with a focus on arbitrary detention, torture, and extrajudicial executions.

Reprieve’s main office is in London, UK. Reprieve also supports full-time Fellows, who work as lawyers, investigators and campaigners in the countries in which we work. We work closely with a number of partner organisations in jurisdictions all over the world, who provide access to clients, expertise, knowledge and guidance on specific issues or regions. We work in cooperation with relevant government officials, individual lawyers and human rights defenders, as well as individual, corporate and foundation funders to further the cause of our shared goals.

## **The Role:**

The Operations Team supports Reprieve’s work around the globe. The team is the backbone of the organisation, and is responsible for IT, HR, Office Management, Travel, Safety & Security and general Operations for the UK office and provides administrative and HR/logistical support to the office in the US and Reprieve's global operations.

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The Operations Officer will work in a team alongside the Head of Operations and the Operations Officer (HR Specialist). The role will include day-to-day office management and procurement support for the UK office, administrative and logistical support for the US office and Reprieve's global operations, managing external enquiries and providing administrative support to the Joint Executive Directors with diary management, supporting their travel and provide operational assistance with fundraising events and Board meetings.

The ideal candidate will be able to manage multiple priorities and have experience supporting members of Senior Management. They will be an excellent organiser of themselves and others, be a hands-on team player and have experience in supporting a busy office. They will have a real passion for operations and Reprieve's mission.

## **Your main duties will include:**

### **UK Office Management:**

- Ensuring an efficient, friendly, safe and welcoming reception service, answering the main Reprieve phone line, welcoming visitors to the office
- Supporting the Operations Team in maintaining positive relationships with contractors, building management, and all other operational contacts; overseeing repair and maintenance work when needed
- Monitoring and responding to the Reprieve organisational email account in a timely fashion
- Supporting with the archiving process of documents and case files
- Assisting with health and safety tasks including ensuring the Office Building's fire, safety and building regulations are adhered to
- Supporting Reprieve's procurement by placing orders, obtaining approvals from budget holders and preparing invoices for processing by the Finance Team
- Managing the UK's office supplies, stationery and toner
- Assisting the teams with questions about the meeting room technology and meeting room set up
- Managing the office desk booking software
- Liaising with Reprieve's cleaner and Building Management as instructed
- Supporting and leading on ad-hoc operations projects when required

### **Global Operations:**

- Maintaining effective systems and processes for Reprieve US, in areas including human resources, travel, finances, IT, office space and document management

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- Managing Reprieve's relationship with US based two consultants providing operational expertise to Reprieve US
- Processing Reprieve's invoices and obtaining approvals to ensure all vendors are paid on time
- Supporting the US Consultant with the annual audit
- Updating the Reprieve US shared drive and ensuring all documents are saved and filed appropriately
- Working with the Reprieve US Consultant to ensure all legal filings are undertaken in a timely fashion
- Ensuring the policies and HR Staff Manual of Reprieve US are up to date and adhered to, and working with the Deputy Director, Legal and Governance where policies need amending or where new policies are required
- Supporting the Joint Executive Directors with management of the Reprieve US Board, including ensuring all papers are prepared and disseminated and meetings are arranged
- Maintaining the Reprieve US' info account and passing on enquiries to other staff where appropriate, and ensuring they are followed up

## **Other Operations Support**

- Providing administrative support to the Joint Executive Directors including booking meeting rooms and assisting with diary management
- Managing business travel for the Joint Executive Directors on independent trips in line with Reprieve's travel and security procedures
- Coordinating travel arrangements for the Joint Executive Directors with teams if they join a group trip
- Supporting the Joint Executive Director and Deputy Director for Legal & Governance with Board and sub-committee meetings and papers
- Project support with one-off fundraising events
- Supporting the organisation of Reprieve's retreat and other staff events

## **Key Contacts**

Reporting to the Head of Operations, the Operations Officer will work closely with the Operations Officer (HR Specialist), the Deputy Director, Legal and Governance and the Deputy Director for Reprieve US.

## **Length and Salary**

The role is a full-time, permanent contract. Reprieve operates a hybrid working model with staff working part of the week from home and part of the week from the office, following government COVID guidelines.



Given the nature of this role, we would expect the Operations Officer to be physically present in the London office a minimum of 3 days per week, subject to Government guidance. The annual salary is £38,613 per annum less any required deductions for income tax and national insurance.

Reprieve works across a number of jurisdictions; as such, this is a role that may require work outside of core office hours from time to time.

Reprieve is proud that the highest-paid member of staff is paid no more than double the lowest-paid member of staff. Our pay is transparent and non-negotiable. We are a flexible employer and offer a range of nonfinancial benefits to employees. We welcome applications from a range of backgrounds. You can learn more about Reprieve's salary structure and ethos here: <https://reprieve.org/uk/our-governance/our-pay-structure/>

Applicants must have the current right to work in the UK, which will be checked prior to interview. Reprieve is an equal opportunity employer and we particularly welcome applicants from Black and minority ethnic communities, members of the LGBTQI community, and those with disabilities.

**To apply:**

Please send a copy of your C.V. and a covering letter detailing your suitability for the role and why you want to work at Reprieve to [applications@reprieve.org.uk](mailto:applications@reprieve.org.uk). Please ensure the subject line "Operations Officer" is used and that attachments are in PDF format. Please also detail where you saw this role advertised.

**Person Specification**

CRITERIA	Essential	Desirable
A genuine interest in human rights and a commitment to Reprieve's goals	✓	
Current right to live and work in the UK	✓	
Excellent organiser – of yourself and others	✓	
Excellent written and communication skills	✓	
Good Excel and Word skills	✓	

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Demonstrably strong interpersonal and communication skills	✓	
Sound judgment and discretion with respect to highly confidential and sensitive information	✓	
Ability to proactively and autonomously manage projects, from their inception to completion	✓	
Ability to work harmoniously and creatively in a small team, and a willingness to muck in and help your colleagues during busy periods	✓	
Ability to manage and prioritise competing demands	✓	
Able to work from the office a minimum of 3 days a week and from home 2 days a week	✓	
Experience managing office supplies and contractors	✓	
Experience in diary management and supporting busy schedules	✓	
Experience trip planning within tight budgets	✓	
Experience with financial processes such as accounts payable and financial audit		✓
Experience of applying health and safety regulations to an office context		✓
Experience of providing remote support		✓
Experience of complex procurement processes (for example tenders)		✓
Experience working with IT providers and providing IT and systems troubleshooting support		✓
Budget management experience		✓
Knowledge of US public charitable organisations and their governance and legal requirements		✓
Experience engaging with a Board of Directors and reporting requirements		✓
Experience working in an operations role or supporting individual/s in the charitable, not for profit or philanthropic sector		✓