



Job Description and Person Specification

Job title:	Office and Executive Support Officer
Reports to:	Head of Operations
Salary:	£40,964 full-time, plus up to 5% employee matched pension contribution
Date call released:	20 March 2024
Deadline for applications:	21 April 2024
Start date:	ASAP
Duration:	This is a full-time, permanent position

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 our sibling organisation Reprieve US and Reprieve's global operations.

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This role would suit someone efficient with experience in office management or executive support, who thrives in a fast-paced, busy team with multiple responsibilities. The right candidate needs to be resilient and thrive under pressure.

You will work in a team alongside the Head of Operations and the HR Operations Manager. You will focus on providing administrative support, diary management and travel planning for the Joint Executive Directors. In addition, it will be your responsibility to manage the facilities and procurement for the UK office, managing external general enquiries and providing some remote administrative support to the Reprieve US office.

Ideally, you are able to manage multiple priorities and have extensive and demonstrable experience supporting members of Senior Management. You will be excited to provide exceptional support to our dynamic Joint Executive Directors. You will be an excellent organiser of yourself and others, be a hands-on team player and a confident communicator. You will have experience in office management including health & safety. IT support is outsourced, however, the Office and Executive Support Officer will work alongside the external IT provider to help to ensure well functioning IT infrastructure. It is essential that you are comfortable in dealing with IT issues under the guidance of the IT service provider and the Head of Operations.

You will be a confident communicator and enjoy the opportunity to work with colleagues across the organisation. You will enjoy the responsibility of maintaining a good office environment. You will have a real passion for Operations and Reprieve's mission, and enjoy managing a variety of tasks and priorities.

The role holder will be the first point of contact for staff to arrange meetings with the Joint Executive Directors and to answer office related questions. The post holder must enjoy managing different priorities and be adaptable and flexible in their approach.

Your main duties will include:

Executive Support (25%)

- Coordinating the Joint Executive Directors' complex schedules by managing diaries, organising meetings and appointments, resolving schedule conflicts and prioritising engagements
- Managing business travel for the Joint Executive Directors on independent trips in line with Reprieve's travel and security procedures
- Complex diary organisation for key stakeholders in the organisation

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- Coordinating travel arrangements for the Joint Executive Directors alongside internal teams for travel alongside other colleagues.
- Supporting the Joint Executive Director and Deputy Director, Legal & Governance with Board and sub-committee meetings and papers
- Managing the Joint Executive Directors' expenses
- Providing administrative support to the Joint Executive Directors, including booking meeting rooms, preparing documents, obtaining signatures etc.
- Supporting colleagues within the organisation so they are able to access the Joint Executive Directors and to ensure that requests for their review / sign off are processed efficiently.

Office Management (40%)

- Ensuring an efficient, friendly, safe and welcoming office service, answering the main Reprieve phone line and welcoming visitors to the office. Proactively identifying opportunities to improve our office set up
- Supporting the Operations Team in maintaining positive relationships with contractors, building management, and all other operational contacts
- Monitoring and responding to the Reprieve organisational email account in a timely fashion
- Processing post, logging cheques and liaising with the finance team on payments received
- Supporting the Fundraising team with accepting donations during busy funding appeals
- Managing the archiving process of documents and case files
- Managing the office health & safety processes, including ensuring the office building's fire, safety and building regulations are adhered to, under the supervision of the HR Operations Manager
- Managing the Operations team's procurement by placing orders, obtaining approvals from budget holders and preparing the Operations teams invoices for processing by the Finance team
- Managing office supplies, stationery and toner for the London office.
- Proactively checking meeting room availability and equipment, and supporting with ad hoc queries and meeting set up.
- Ensuring the office is tidy at all times, overseeing repair and maintenance work when needed
- Managing Reprieve's office desk booking software
- Liaising with Reprieve's cleaner and building management as instructed.
- Supporting and leading on ad-hoc operations projects when required.
- Coordinating Reprieve's annual staff gathering in London, with the support of the Head of Operations

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IT Support (20%)

- Supporting the Head of Operations with management of relationships with our 3rd party IT support provider
- Monitoring tickets raised by staff to ensure they are actioned appropriately and quickly
- Overseeing Reprieve's on-site IT hardware, carrying out regular stock checks, updating the log as and when items are being removed from stock, and replacing hardware in the office as and when needed
- Supporting on boarding process of new starters under the supervision of the HR Operations Manager

Reprieve US Support (15%)

- Maintaining effective systems and processes for Reprieve US, in areas including travel, finance, IT, office space and document management
- Coordinating Reprieve's relationship with US operational consultants.
- Processing invoices and obtaining approvals to ensure all vendors are paid on time and the appropriate processes are followed
- Supporting our US Consultant and the Head of Operations with the annual financial audit
- Updating the Reprieve US shared drive and ensuring all documents are saved and filed appropriately
- Working with our US Consultant to ensure all legal filings are undertaken in a timely fashion
- Supporting the Joint Executive Directors with the management of the Reprieve US Board, including ensuring all papers are prepared and disseminated and meetings are arranged efficiently
- Coordinating emailed enquiries, passing on enquiries to other staff where appropriate, and ensuring they are followed up

Key Contacts

Reporting to the Head of Operations, the Operations Officer will work closely with the Joint Executive Directors, the HR Operations Manager who will supervise certain elements of the role, the Deputy Director, Legal and Governance and the Deputy Director for Reprieve US.

Length and Salary



This is a full-time, permanent role. Reprieve operates a hybrid working model with staff working part of the week from home and part of the week from the office. As this role is responsible for management of the office, we require the post holder to work from the office a minimum of 4 days a week.

The annual salary is £40,964 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 to have an open and transparent pay structure, governed by a 2:1 pay ratio between the highest-paid member of staff and the lowest-paid member of staff. 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. Reprieve is committed to fighting racism and advancing racial justice, both in our work and within Reprieve. For more information please see our Equality, Diversity and Inclusion Statement here: <https://reprieve.org/uk/equality-diversity-inclusion/>

To apply:

Please complete the application form on our website and email it as a word document to applications@reprieve.org.uk. Please ensure the subject line "Office and Executive Support Officer - your name" is used. Please also detail where you saw this role advertised in the body of your email.

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	✓	

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Extensive experience in providing executive support to senior management or in office management	✓	
Experience in diary management and supporting busy schedules	✓	
Experience of complex trip planning within tight budgets	✓	
Excellent organiser – of yourself and others	✓	
Excellent written and communication skills	✓	
Good Excel and Word skills	✓	
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	✓	
Experience managing office supplies and contractors	✓	
Experience working with IT providers and providing IT and systems troubleshooting support	✓	
Experience with financial processes such as accounts payable and financial audits		✓
Experience of applying health and safety regulations to an office context		✓
Experience of providing remote support		✓
Experience of complex procurement processes (for example tenders)		✓
Budget management experience		✓
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		✓
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