
Job Description and Person Specification

Job title:	HR Operations Manager
Reports to:	Head of Operations
Salary:	£52,088 (pro-rated to £41,670.40 for four days per week) plus up to 5% employee matched pension contribution
Date call released:	12 March 2025
Deadline for applications:	6 April 2025
Start date:	ASAP
Duration:	This is a full or part-time (four days per week) role - depending on the candidate's preference - on a one-year fixed term contract, with the possibility to extend, subject to funding

About Reprieve

Reprieve works with the most disenfranchised people in society. Our aim is simple: to consign the death penalty and abuses carried out in the name of “counter-terrorism” or “national security” to history, drawing public and political attention to these past harms with a view to preventing them from occurring again.

In our view, you can best judge a society by how it treats prisoners, criminal defendants, and the far-flung targets of an ever-changing counter-terror policy. To us, the rule of law means little if we selectively apply it to people we agree with. It is for all of us. Liberty is always eroded at the margins.

Reprieve's staff is made up of courageous and committed human rights defenders. Founded in 1999, we provide free legal and investigative support to people facing the death penalty and those victimised by states' abusive counter-terror policies – rendition, torture, arbitrary detention and extrajudicial killing.

We fight our clients' cases in courts around the world; investigate their mistreatment; and advocate on their behalf, encouraging public and political debate of human rights issues.

Reprieve's main office is in Aldgate, 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.

Reprieve works in close partnership with its independent sibling organisation Reprieve US. This collaboration is mutually beneficial to both Reprieve and Reprieve US as it enables each organisation to work more effectively and take advantage of the strategic locations to increase the impact of our work.

Reprieve is an equal opportunity employer and we particularly welcome applicants from Black and minority ethnic communities, members of the LGBTQ+ 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](#). You can also [read more about our recruitment process](#).

About the Role

As HR Operations Manager, you will be a key player in the Operations team to support Reprieve and its employees with all HR related matters. Your role will be responsible for overseeing the day-to-day delivery of HR. You will be the first point of contact for all staff relating to HR queries, policies, processes, pension, probation and development.

You will lead the recruitment process, providing a positive experience to all candidates. You will update recruitment processes as and when required, ensuring good practice is being followed.

Reprieve hosts fellows and secondees from partner universities and law firms each year. You will oversee the programme and develop a process that ensures a positive experience for all fellows and students.

Development and training is important to us and you will oversee the training and development programme, ensuring all staff receive the same opportunities to develop their skills, and recording and evaluating training.

Responsibilities of this role:

1. Oversight and management of day-to-day HR operational matters
2. Oversight and delivery of recruitment and onboarding process for new employees, in-country fellows and consultants
3. Oversight and management of the academic development placements Reprieve hosts, liaising with the Deputy Director of Reprieve US to arrange seasonal and post-graduate fellowships
4. Management of UK-based secondee and work placement programmes with support from the Head of Operations
5. Co-ordinating employee training and development with the Head of Operations
6. Supporting the Head of Operations with health, safety and security processes to ensure employees' welfare is prioritised
7. Ensuring compliance with applicable laws and safeguarding concerns.

Your main duties will include:

HR Operations

- Act as a first point for contact for all day-to-day HR queries, including advice on policies, processes, benefits, probation periods, performance reviews, promotions, training, and handling of complaints

- Management and oversight of online HR software, ensuring all records are kept accurate and up to date
- Support managers in fulfilling their roles and ensure they have the resources and training required
- Draft and track documentation as part of the annual HR cycle including contracts, and reporting changes that may affect payroll to the Head of Operations
- Liaise with the Reprieve US operations consultant to ensure HR compliance in the US

Recruitment and Onboarding

- Oversee the recruitment process, from drafting the JD to issuing the contract, evaluating and improving processes on a continuous basis
- Provide guidance and training to hiring managers on good recruitment practices
- Ensure all new starter documentation is compliant
- Ensure DBS and sanctions checks are carried out in line with Reprieve's processes
- Carry out induction of new employees, ensuring staff complete training and receive all the relevant information about Reprieve

Academic Development Programme

- Manage the end-to-end recruitment process for seasonal fellows and postgraduate fellows, working with the Deputy Director of Reprieve US and the SMT to assess and manage resource levels across the organisation
- Carry out the onboarding and exit process for secondees, seasonal fellows and postgraduate fellows and provide support to them throughout their placements/fellowships, along with the Head of Operations
- Organise inductions and other training for fellows
- Be the first point of contact for all enquiries relating to fellowships
- Alongside the Deputy Director of Reprieve US, lead on the management and development of relationships with law schools and other academic institutions
- Lead the annual work placement scheme by planning the programme, liaising with the relevant schools, preparing communications (both external to candidates and internal to staff), obtaining a cash advance for any per diems required, and overseeing the schedule as it is happening to ensure a smooth running of the work placement week

Training and Development

- Support the organisation of all staff training, identifying needs, providing advice and sourcing cost effective opportunities
- Keep a record of all training attended by staff and carry out evaluations
- Record compulsory training and ensure refresher training is completed by all staff
- Support the Head of Operations with monitoring of the training budget to ensure funds are used fairly across the organisation
- Provide advice and support teams regarding the training process at Reprieve

Health, Safety and Security

- Work with the Head of Operations to ensure safety and security procedures are being followed at all times
- Support the Head of Operations with monitoring of high-risk contexts and trip planning to ensure all employees, fellows and consultants travelling or operating in these contexts are compliant with Reprieve's processes
- Deputise for the Head of Operations in their absence, overseeing and monitoring all security measures and incidents

Monitoring and evaluation

- Ensure all activities are regularly monitored and evaluated against defined and measurable targets
- Oversee production of regular statistics for the team, wider organisation, Joint Executive Directors and the Board
- Adapt our strategies for recruitment, training, development and academic placements in light of learnings

Other

- Undertake special projects from time to time, particularly where such projects have an overall organisational focus
- Provide support to the Head of Operations and SMT on the operational elements of ad hoc projects where needed.

Person Specification

CRITERIA	Essential	Desirable
Right to work currently and for the duration of the contract in the UK	✓	
Experience of administrating recruitment and onboarding processes and knowledge of good practice	✓	
Experience of developing and implementing new processes and procedures	✓	
Knowledge and experience of complying with legislation relevant to the HR lifecycle	✓	
Good understanding of duty of care and related health, safety and security measures	✓	
Strong problem-solving ability and meticulous attention to detail	✓	
Ability to research and obtain advice on HR legal matters, such as changes to employment law	✓	
Experience in providing support and advice on HR matters	✓	
Brilliant organiser, of yourself and others, supporting others with schedules whilst managing a busy workload	✓	
Excellent written and verbal communication skills	✓	

Experience of working on HR in a charity environment		✓
A CIPD qualification in HR or demonstrable equivalent experience	✓	
Demonstrably strong interpersonal and communication skills, with particular use of cultural awareness when communicating internationally	✓	
Experience and knowledge of Microsoft Office programmes	✓	
Experience of maintaining an HR database and updating records	✓	
Ability to work independently, be self-sufficient and work collaboratively as part of a small team	✓	
Experience of working with senior staff	✓	

Key Contacts

The HR Operations Manager will report to the Head of Operations and work closely with the Operations Team, Senior Management Team and the wider organisation.

Length and Salary

This role is available on a full or part-time (four days per week) basis. It is a one-year fixed term contract, with the possibility to extend, subject to funding. The annual salary is £52,088 FTE (pro-rated to £41,670.40 for a four-day week) per annum, less any required deductions for income tax and national insurance.

This role is based in Reprieve's London office. Reprieve operates a hybrid working model and we require staff to work 40% of their working hours from the London office and the rest of the week from home. Applicants must have the current right to work in the UK, which will be checked prior to interview.

Your presence is important during core office hours, whether remotely or in the office. You will also be available outside of office hours in the event of an emergency, for example case developments that require urgent action. This is a role that may require travel and 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 non-financial benefits to employees. We welcome applications from a range of backgrounds. [Learn more about Reprieve's salary structure and ethos.](#)

How to apply

To apply, [please download the application form and job description and then upload your completed application form](#) by 23:59 BST on 6 April 2025.

Please note that cover letters, CVs and other documents cannot be considered for this role and should not be submitted. We are also not able to accept applications

via email.