

DEPUTY DIRECTOR, OPERATIONS & FINANCE (MATERNITY COVER)

- **Organisation:** Institute for Strategic Dialogue
- **Reporting to:** CEO
- **Location:** Central London
- **Type of Contract:** Fixed term maternity cover contract
- **Start Date:** July 2019 – March 2020 (9 months, with some flexibility on dates)
- **Salary Bracket:** £75,000 - £85,000 per annum, dependent on experience

About ISD

ISD is a global counter-extremism organisation dedicated to powering solutions to extremism and polarisation. For over 10 years, we have responded to the rising challenge of extremist movements and the ideologies that underpin them, delivering cutting-edge programmes built from world-leading expertise in communications and technology, grassroots networks, knowledge and research, and policy advice.

As a non-profit organisation with teams in London, Beirut, Toronto and Washington D.C., ISD enjoys strategic partnerships with the world's leading technology companies and supports more than a dozen prominent governments and institutions in stemming the rise of violent extremism and hate.

Position summary

ISD has enjoyed a sustained period of growth in the last 5 years. As a busy 'think and do' tank with a high-achieving team and excellent reputation, the effective management of the organisation and delivery of a high-performance operations and finance function plays a central role in the organisation's success.

We seek to recruit an experienced charity operations professional to provide maternity cover for the Deputy Director who has responsibility for overseeing the Operations and Finance function of the organisation. This role is one of three organisational Deputy Directors, who each oversee a division of the organisation and collectively make up the Executive Leadership team with the CEO.

This is a senior, central role in a growing international organisation. The role is multi-faceted and would suit someone with strong experience in and a preference for working in a fast-moving and dynamic organisation. Areas of responsibility in the Deputy Director's remit include the oversight and leadership of all aspect of ISD's operations and finances as well as contributing on a daily basis to the leadership of the organisation as a whole.

Specific aspects of the role include:

- Overseeing a divisional team of 11, with 5 direct reports (Head of Project Operations, Senior HR Manager, Senior Communications Manager, Operations Manager, Finance Coordinator).
- Directing all functional aspects of running the organisation's operations and business processes, including financial management, HR, legal, governance, grants and project management, organisational management, operations and security
- Driving organisational improvement, systems development and strategic growth
- Managing change and overseeing organisational improvements, including navigating a range of complex challenges and opportunities

Working closely with the CEO and other Deputy Directors, the successful candidate will also be involved in driving the strategic development of the organisation, including fundraising, communications and the delivery and success of special projects and partnerships.

Key responsibilities

The successful candidate will work closely with the leadership team, operations and finance team, and across the organisation to deliver the following:

Finance

- Oversee an annual budget of c. £5m+, with sole responsibility for preparation and expenditure of £1.2m annual operating budget
- Oversee the organisation's finances, including monitoring P&L, managing the Finance Coordinator, authorising banking transactions and running payroll & pensions
- Prepare and report on quarterly financial statements for the Board, plus report to the Leadership team regularly on financial performance
- Oversee completion of annual audits for multi-entity group (UK, Germany and USA)
- Safeguard ISD's financial stability and business planning by monitoring reserves, pipeline income, cash flow, fundraising progress and managing any budgetary shocks
- Ensure appropriate record-keeping of all financial information and transactions
- Manage ISD's external accountant and auditor relationships

Human Resources

- Direct and oversee the work of the Senior HR Manager in driving the organisation's day-to-day HR function, including casework, recruitment, performance management and wellbeing
- Lead on organisational resourcing, management and talent acquisition
- Ensure ISD complies with all relevant employment law and regulations
- Manage a network of consultants including recruitment and negotiating contracts
- Manage ISD's UK Visas & Immigration license and ensure sponsorship compliance

Governance & compliance

- Arrange and present at two Board meetings and Finance Committee meetings annually
- Support the CEO in Board management, engagement and recruitment
- Respond to external inquiries into governance or operations from donors and regulators
- Working with the Head of Project Operations, lead ISD's response to any audits by any third parties, including donors and regulators
- Alongside Head of Project Operations and Grants Team, ensure comprehensive regulatory compliance and troubleshoot any areas of non-compliance or systems reform

Office, operations and security

- Manage Operations Manager in overseeing the organisation's premises, security, IT and day-to-day operations
- Direct, manage and approve capital improvements
- Lead organisational risk management, business continuity and incident responses to ensure the ongoing security of staff, premises and IT systems
- Oversee ongoing improvement in day-to-day systems and processes

Projects & delivery

- Manage and work closely with the Head of Project Operations to oversee all grants and project delivery, deliver quality assurance on all budgets at fundraising stage and through project delivery, and ensure all ISD outputs are legally and contractually sound
- Oversee innovations in systems and processes for grants and project management

Legal

- Manage and safeguard ISD's legal position and resolve any issues arising including in areas of employment, contract and intellectual property law
- Liaise with lawyers in the UK, US and Germany to respond to legal issues
- Review and sign-off on all contracts entered into on behalf of the organisation, be it with donors, contractors or service providers
- Issue Non-Disclosure Agreements to any relevant partner, staff members or consultants

Person specification

We are looking for a candidate who is a flexible self-starter with a proven track record in leadership and management roles from a think tank, government department or medium-sized charity. They will be adept at identifying, troubleshooting and solving problems before they happen, and will be able to quickly switch between competing priorities and work at speed on often very different tasks. With broad experience across a range of operations and finance disciplines, we hope to appoint someone who can back-stop other roles in the organisation when required, without compromising on the delivery of key aspects of this role.

Essential

- Educated to degree level, ideally with a Masters in a relevant field
- Ability to quickly grasp new ideas and identify the causes and solutions for problems
- Strong financial management skills and familiarity with Quickbooks
- Understanding of legal and governance requirements within the UK charity sector
- A proven track record in people and resource management in the public or private sectors
- Excellent written and oral communication skills (English language)
- Ability to quickly make decisions and respond to emerging challenges
- Strong interpersonal skills with stakeholders at all levels
- Exceptional communication skills and confidence in presenting to a range of stakeholders
- Experience working in a fast-paced think tank or start-up environment

Desirable

- Accountancy qualification
- Additional European foreign languages
- Understanding of the legal requirements within the US and German charity sectors
- Interest and experience in fundraising and development (foundations and/or philanthropy)

Application process

If you would like to apply for this position, please send a one-page cover letter and up-to-date CV (no more than 2 pages) to vacancies@isdglobal.org by Friday 7th June 2019 at 5pm.

Please note that only short-listed candidates will be contacted and applications without a covering letter will not be considered. All applicants who are invited to interview will be asked to produce evidence of their right to work in the UK.