

OPERATIONS MANAGER – MATERNITY COVER

- **Organisation:** Institute for Strategic Dialogue
- **Reporting to:** Deputy Director, Operations & Finance
- **Location:** Central London
- **Type of Contract:** Maternity Cover
- **Start Date:** ASAP
- **Salary Bracket:** £35,000-45,000 per annum, dependent on experience

About ISD

ISD a global counter-extremism organisation dedicated to powering new generations against hate and extremism. For 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.

Position summary

ISD seeks to appoint maternity cover for the Operations Manager role, to join our growing and busy team, who will sit within the Operations and Finance division. This vacancy is for an integral position within ISD's Operations Team, ensuring all staff have high quality, timely support on Operational matters that enables them to do their work effectively and efficiently.

The Operations Manager is responsible for ensuring the smooth running of day to day operations for the overall organisation. Working closely with colleagues in Project Operations, HR and Finance, they provide the lead on matters such as data protection, IT, security, health & safety, and contracts. As a temporary position, the successful candidate needs to be able to pick up on all matters and deliver effective results quickly.

Key responsibilities

The successful candidate will deliver the following:

Data Protection

- Act as ISD's Data Protection Officer and ensure systems and processes are legally compliant both in the UK and abroad
- Ensure staff and teams are fully aware of an act within the relevant and current requirements regarding data protection

Office Management

- Ensure the smooth running of the UK office, leading on security, health & safety, fire safety; ensure full legal compliance and that all staff kept informed of any changes and requirements.
- Manage contracts for It, systems, and security related suppliers to ensure value for money and high standards.

IT

- Lead on IT services and contractors, both software and hardware; ensure smooth running and development of the organisation's systems and digital communication.
- Ensure all staff and consultants have appropriate access to the IT systems, ensure appropriate hardware provided as relevant and training provided as needed.

Security

- Work with Head of Project Operations to ensure that robust security is in place for all staff and consultants across the world; ensure effective processes in place and staff aware of these.
- Ensure ISD meets its duty of care with regards to security, and develop/maintain a culture of security consciousness across all teams and at all levels.
- Ensure risk assessments completed and signed off as relevant.

Support wider Operations and Finance Delivery

- Support continuous improvements to ISD's processes and systems, working with teams across the organisation to improve efficiency and effectiveness in key areas of responsibility.
- Support HR management through delivery of Operational induction and involvement as required with recruitment, visa applications, and training staff on and managing Factorial.
- Work closely with Project Operations team to ensure consistency of support to the organisation on both project and central Operations matters.

Person specification

Essential

- High level of knowledge of Microsoft Office
- Data Protection knowledge
- Knowledge of Health & Safety legislation
- Previous Operations / Office Management
- Experience dealing with contracts and suppliers
- Experience of managing risk assessments
- Superb ability to organise own work and prioritise effectively

- High levels of confidentiality and professionalism
- Strong communicator, with focus on listening, understanding and clarifying; clear and concise written and verbal skills
- Ability to work quickly and deal professionally with fast-changing situations
- Works effectively with others to create and deliver solutions that meet their individual and organisational needs
- Has growth mindset and challenges self and others to develop better ways of doing things

Desirable

- Digital fluency including CRMs
- Project management
- Experience dealing with security
- Experience of HR systems
- Experience of leading delivery of CRM developments
- Strong stakeholder management skills, able to develop positive relationships with wide range of people

Application process

If you would like to apply for this position, please send a one-page cover letter explaining how you meet the requirements of the job and an up-to-date CV (no more than 2 pages) to vacancies@isdglobal.org by **12 noon Monday 21st October 2019**.

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.