

## JOB DESCRIPTION – HR AND OFFICE MANAGER

<b>Role</b>	HR and Office Manager		
<b>Reports to</b>	Director of Operations, Germany	<b>Direct reports</b>	None
<b>Budgetary responsibility</b>	Office and IT resources	<b>Resource responsibility</b>	Office supplies
<b>Safeguarding</b>	Support Ops team with flagging and addressing safeguarding concerns	<b>Key relationships</b>	Finance Manager, Global Director of People Operations, service providers (Co-working company)
<b>Contract</b>	Part time, up to 25-30 hours a week.	<b>Location</b>	Berlin
<b>Salary</b>	€ 28,125 – € 33,750 annual salary	<b>Level</b>	Level 5

### About ISD

ISD is a global think and do tank dedicated to safeguarding democracy and human rights, and delivering solutions to weaponised hate, polarisation, disinformation and extremism around the world. Combining research and analysis with government advisory work and the design and delivery of international training, education and communications programs, ISD works to implement real-world, evidence-based responses to these challenges. ISD has teams in London, Amman, Berlin and Washington DC.

### Role Purpose

The HR and Office Manager plays a pivotal role in supporting the success of ISD’s Berlin-based operations, by overseeing two essential functions: ensuring the seamless operation of day-to-day administration, and supporting both the Director of Operations and the Global Director of People Operations in managing critical aspects of HR processes.

This dynamic and highly varied role encompasses a broad range of responsibilities, including organising team-building activities, social and annual events, and assisting with the planning and execution of larger conferences and events. The post holder will act as the primary liaison with our co-working space provider, ensuring that the office environment is functional, welcoming and well-maintained. They will also oversee the office’s equipment inventory, ensuring all staff have access to working laptops, phones, and other necessary technology. The role further includes scheduling team-wide meetings, managing calendars, and providing administrative support to the co-Executive Directors.

Additionally, the HR and Office Manager will take the lead in administering key HR activities related to the employee lifecycle, such as recruitment and onboarding, contract drafting and overseeing ISD's HR information management system, recruitment platform, and other HR-related systems.

The ideal candidate will bring relevant experience and qualifications, such as a successfully completed Business Administration Apprenticeship or Diploma (Kaufmännische Ausbildung); foreign language assistance training; Language Skills for Business (Ausbildung Fremdsprachenassistentz); HR Support Apprenticeship or similar credentials. They must be an all-rounder, adept at juggling multiple responsibilities simultaneously with efficiency and composure. Strong communication skills, a problem-solving mindset, and a proactive, can-do attitude are essential. Working in a fast-paced environment, they must demonstrate a hands-on approach, operating with the highest standards of integrity and discretion. Exceptional organisational skills and attention to detail are crucial for success in this role.

## **Responsibilities**

- **ISD Germany Office Management (40% of responsibility)**
  - Manage office supplies, equipment and maintenance, health and safety, ordering supplies and being on site to receive deliveries as needed.
  - Own the day-to-day relationship with the office's building manager and vendors.
  - Deal with correspondence (responsible for the letterbox and processing the letters).
  - Keep the Berlin office well-organised and welcoming for all staff and visitors.
  - Answer the reception phone line and divert calls/take messages as necessary
  - Assist the team with ad hoc travel bookings using our travel portal.
  - Manage ad hoc general office administration requests as needed, including organising gifts for staff and booking office meeting rooms.
  - Support the Director of Operations in developing and implementing new operations policies and procedures as needed
  - Support with technical aspects of employee onboarding and offboarding and ongoing IT resource administration.
  - Manage the planning and coordination of ISD Germany office events (planning retreats and away days, Berlin Christmas party, socials etc)
- **ISD Germany HR Management (40% of responsibility)**
  - Update and maintain ISD's HR Information System (Hibob and Clockodo) for staff
  - Use ISD's Applicant Tracking System (Recruitee) to manage recruitment, including placing adverts, arranging interviews, requesting interview feedback for Hiring Managers and responding to speculative applications and recruitment queries, escalating to the Hiring Manager as required.
  - Support in Contract Drafting
  - Manage the onboarding of new employees, including requesting vetting checks, setting up Hibob profiles, drafting contracts, preparation of equipment and providing onboarding documents.
  - Support Line Managers during the induction process and probation period.
  - Support the Director of German Operations in ensuring all German HR policies and procedures are up to date and in line with current employment law and best practice.
  - Support the Global Director of People Operations in delivering wellbeing initiatives and HR training sessions.

- Support the Operations team to ensure institutional policies, training resources and information are up to date.
- Support monthly staff counselling process.
- Carry out other duties falling within the scope of the job purpose.
- **PA & Calendar Management (20% of responsibility)**
  - Manage the Co-Executive Director's diary and support with scheduling
  - Support with booking the co-ED's travel as and when necessary

## PERSON SPECIFICATION

### Expectations

We expect all staff, consultants and volunteers to:

- Commit to ISD's vision, mission and [Guiding Principles](#)
- Foster diversity, inclusivity and equality of opportunity at ISD
- Demonstrate respect for others and safeguard those who are vulnerable
- Carry out their duties in accordance with ISD's policies and procedures
- Adhere to risk management and security instructions at all times

### Our commitment to Equality, Diversity & Inclusion

We endeavor to recruit a range of candidates into ISD, to strengthen our team and contribute to our inclusive organizational culture. We particularly welcome applications from candidates currently underrepresented across ISD – including those from diverse ethnic and socio-economic backgrounds, those with disabilities, and members of the LGBTQ+ community. We have tried to make this recruitment process as accessible as possible, but please let us know if you have any access requirements that you would like us to be aware of during this process.

### Competencies

These reflect ISD's [Guiding Principles](#) which we expect all members of the team to embody, regardless of seniority and role. How these competencies are assessed is outlined in ISD's Performance Review Process.

Guiding Principles	Competencies
Integrity	<ul style="list-style-type: none"> <li>• Personal integrity</li> <li>• Focus on quality</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• Respect for others</li> <li>• Commitment to the team</li> </ul>
Agility	<ul style="list-style-type: none"> <li>• Efficiency and effectiveness</li> <li>• Problem Solving</li> </ul>
Courage	<ul style="list-style-type: none"> <li>• Strategic thinking</li> <li>• Growth Mindset</li> </ul>

## Specific Requirements

These are a priority for this specific role, and form part of our assessment during recruitment, probation and ongoing performance management. They are also a framework for focusing continuing professional and personal development.

	Essential	Desirable
<b>Knowledge, training and qualifications</b>	<ul style="list-style-type: none"> <li>Relevant education and experience in administration, HR and/or office management or a similar professional qualification.</li> <li>Excellent working knowledge of MS Office suite of products (Outlook, Teams, Word, Excel, PowerPoint).</li> </ul>	<ul style="list-style-type: none"> <li>Qualification or relevant experience in office management, human resources and/or operations.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Relevant experience in office administration, human resources and/or operations.</li> <li>Excellent organisation and communication skills.</li> <li>Experience of working independently, interacting effectively as a member of a team and working collaboratively with other cross-team functions. Prior experience delivering good customer service.</li> <li>Experience working in a team, and communicating cross-culturally</li> </ul>	<ul style="list-style-type: none"> <li>Experience in handling confidential information.</li> <li>Experience using a HR recruitment platform, such as Recrutee, and HR information system, such as Hibob, Clockodo or similar.</li> <li>Experience working with and international/bilingual team.</li> <li>Experience of organising events</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent attention to detail with ability to work to tight deadlines.</li> <li>Proven ability to multi-task and prioritise in a busy, changing workload.</li> <li>Adaptability and flexibility to a wide range of different tasks and expectations</li> <li>Strong interpersonal skills, 'people person' with a positive attitude.</li> <li>Comfortable working as part of a team but able to work independently.</li> <li>Personable, friendly and helpful disposition.</li> <li>Strong written and verbal communication skills (English and German).</li> <li>Solutions-orientated and curious with an appetite to continually review and improve processes</li> </ul>	

## What we offer

	Our offer
<b>Remuneration</b>	<ul style="list-style-type: none"> <li>• € 28,125 – € 33,750</li> </ul>
<b>Contract type and duration</b>	<ul style="list-style-type: none"> <li>• We offer a fixed term contract, starting with one year.</li> </ul>
<b>Working time model</b>	<ul style="list-style-type: none"> <li>• We have a flexitime model, with flexible scheduling from Monday to Friday</li> <li>• We aim for one-hour lunch break per day</li> </ul>
<b>Holidays and overtime</b>	<ul style="list-style-type: none"> <li>• In addition to the statutory holiday, we continue to offer 7 days of holiday, which we take together as a Christmas break over the turn of the year.</li> <li>• Should you ever have to work overtime, we will compensate you with free time at short notice (We want you to recover).</li> <li>• We have a meeting-free period in August, which makes summer holiday planning much easier.</li> </ul>
<b>Job choice</b>	<ul style="list-style-type: none"> <li>• We work in a hybrid working model of mobile working and the possibility to use our office.</li> </ul>
<b>Our Office</b>	<ul style="list-style-type: none"> <li>• We offer a place in our bright, modern loft office in Berlin's City-West with: <ul style="list-style-type: none"> <li>○ Height-adjustable desks</li> <li>○ ergonomic office chairs</li> <li>○ a dedicated laptop with a neck-friendly laptop stand, extra monitor, individual workplace lighting with healthy, adjustable light settings</li> <li>○ Coffee, tea, water, cold drinks, fruits and breakfast cereal unlimited</li> <li>○ Perfect connections to public transport and various shopping facilities and restaurants</li> </ul> </li> </ul>
<b>Our team culture</b>	<ul style="list-style-type: none"> <li>• We are a dedicated team in an ambitious and constantly growing international organisation</li> <li>• We provide space for innovative ideas and lifelong learning</li> <li>• We regularly train ourselves on the topics of our time, e.g. stress management, diversity, dealing with the media, etc.</li> <li>• We proactively support training and development</li> <li>• We support our team with supervision services when needed</li> </ul>