

Job description and person specification

Job title	Operations Coordinator
Reporting to	Director of Finance and Operations
Job location	London, N1
Salary	£30,000 per annum

Purpose of the post

The Howard League for Penal Reform is the world's oldest penal reform charity, with a proven record of delivering change. Our successful campaigns have led to the abolition of capital punishment, the massive reduction in child arrests and child entry to the criminal justice system, and significant improvements in the treatment of people in the system. Our legal team provides expert advice and intervention to children and young people in custody. We are looking for an enthusiastic and proactive Operations Coordinator who can help us achieve our goals of less crime, safer communities, and fewer people in prison.

This post holder will provide accounts and administrative support to the Director of Finance and Corporate Services, supporting the smooth running of the charity including office and premises management, human resources, governance and financial management.

Main duties and responsibilities

Administration

- Providing communication support – dealing with incoming and outgoing post, answering phones, setting up online and in-person meetings and taking messages and minutes.
- Maintenance, repair and purchase of stationery and other consumables
- Maintenance, repair and upkeep of building and management of its security, including liaising with contractors and ensuring office space and meeting room are tidy, welcoming, and professional, and meet health and safety requirements
- Providing basic IT support to staff as required, referring on to IT contractors as required.
- Supporting the smooth operation of the organisation by liaising with IT and other equipment contractors
- Arranging travel and accommodation for trustees and members of staff as required
- Any other tasks that ensure the smooth running of the organisation

Human Resources

- Assisting with human resources management, updating annual leave and sickness records and assisting with recruitment and all inductions
- Keeping abreast of human resources policies and procedures, ensuring handbooks and manuals are up to date
- Assisting with staff wellbeing initiatives

Governance

- Assisting with the organisation of meetings of the Board of trustees and sub-committees; taking and circulating minutes and uploading papers to SharePoint.
- Liaising with the Board and sub-committees to provide relevant updates as required

Finance administration

- Administering direct debits, liaising with Membership team to ensure direct debits are complete and up to date.
- Processing purchase invoices and expenses claims for payment
- Processing corporate credit card payments
- Updating Sage Line 50 with payments and producing nominal reports
- Provide support for the annual audit
- Any other tasks that support the smooth running of the financial processes

Person Specification:

Essential

- Excellent administration skills, organised and efficient with an eye for detail
- Able to manage own workload, plan and prioritise
- Able to work well collaboratively as part of a team
- Able to draft and present information clearly, accurately and appropriately in a variety of formats (e.g. letters, emails, reports)
- Strong customer service and interpersonal skills, able to respond to enquiries/queries by phone, letters, email or in person
- Accurate data entry ensuring data quality and accuracy
- Computer literate with experience in using a range of office software packages (including MS Office 365)
- Flexibility to attend meetings and events outside of office hours
- Facilities management experience (including knowledge of Health & Safety)
- Experience of database management (including GDPR compliance)
- Experience of working with governance committees
- Experience of working in voluntary organisations

Desirable

- Experience of human resources management
- Experience of Sage Line 50, Xero or managing financial accounting system
- Experience of using CRM Progress, ASI, Raisers Edge
- Commitment to social justice, human rights, and penal reform

Conditions of Service

The post is full time.

The terms and conditions are as laid out in the contract of employment and the office handbook and include 30 days paid leave plus statutory days and 10% contribution to the Howard League workplace pension scheme. You may choose to work in the office each day, or to work some days from home on agreement with management.

The Howard League encourages applications from suitable candidates with lived experience of prisons or the wider criminal justice system.

As an inclusive employer the Howard League actively encourages applications from racially minoritised backgrounds.

How to apply

To apply for this role, please fill in the application form. If for any reason you can't use the application form, please provide an up-to-date CV and supporting statement, giving evidence and examples of how you meet the criteria, and what you feel you would bring to the role.

Please e-mail the completed application to info@howardleague.org.

The deadline for applications for this role is **5pm on Friday 15 July 2022**.

First interviews will be held on **Thursday 28 July 2022**.