



European
Network on
Statelessness

Job advertisement – Operations Manager

The European Network on Statelessness (ENS) is a network of NGOs, academic initiatives, and individual experts committed to address statelessness in Europe (100 members in over 30 countries). We believe that everyone has a right to a nationality and that those who lack nationality altogether – stateless persons – are entitled to protection. ENS is dedicated to strengthening the often unheard voice of stateless persons in Europe, and to advocate for full respect of their human rights. We aim to reach our goals by conducting and supporting law and policy development, awareness-raising and capacity building activities.

ENS is seeking an Operations Manager who can help us build effective finance, development and administrative capabilities to support our ongoing growth. As the Operations Manager will undertake many aspects of ENS's financial management and reporting, experience and expertise in these aspects are key. At the same time, the post holder will need to undertake and/or supervise various administrative, governance and human resources-related tasks. Working in a small charity, the role requires an individual capable of thinking strategically while being hands-on on a day-to-day basis (including essential administration). The candidate will be contributing positively to our dynamic organisational ethos, someone with a flexible and entrepreneurial 'can do' approach, who will fit well into a fast moving and demanding environment with an international dimension.

The Operations Manager will also work with the Director to diversify income streams, identify and engage new funding relationships and build new strategic partnerships. Along with the Communications Manager, the post holder will play a key role in the organisation's fundraising and strategic planning, with corresponding scope to develop his/her own role (including the potential for this to increase to a full time position as ENS continues its rapid organisational development). The post therefore represents an exciting opportunity for candidates with the requisite flexibility, ambition and drive, as well as possessing a strong commitment to help improve the lives of stateless persons across Europe.

ENS is a young and fast-growing organisation, and this recruitment is the first phase of planned continued expansion. Therefore, although this post is initially advertised as being part time (3 days per week), there may be future scope to increase the number of days (also depending on the circumstances of the post holder). It is a requirement that applicants have no restrictions to work in the UK.

**European Network on Statelessness (ENS)
Job Description**

Operations Manager	
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Location	ENS offices in Highbury, London N1
Reporting to	ENS Director
Responsible for	Initially for volunteers/interns (& for administrative staff when hired)
Salary	Up to £35,000 depending on experience (pro rata – initially 3 days per week)
Main purposes of job	<p>To perform a multifaceted role in managing the core organisational functions of the charity – both general and financial administration.</p> <p>To oversee HR policies, office equipment/contracts/IT, and design/administer a volunteer/internship programme.</p> <p>To undertake various administrative functions (with volunteer support).</p> <p>To perform financial administration and management, including bookkeeping and grant administration/reporting.</p> <p>To support fundraising and development of the organisation and contribute towards strategic planning</p>

Key Responsibilities

1. Financial Administration

- 1.1 Oversee ENS's financial administration systems and procedures, maintaining good working relationships with our accountants, bankers and auditors, liaising with relevant suppliers and working closely with the Director to ensure that efficient and effective control systems are in place, in accordance with the financial policies and procedures of the Charity.
- 1.2 Be responsible for financial administration, including recording and payment of invoices and tracking all electronic and other expenditure.
- 1.3 Undertake financial reporting and related grant administration, and ensure that the Director is provided with regular, up-to-date and accurate information about the ongoing financial operations of the Charity.
- 1.4 Ensure the effective and efficient operation of ENS's payroll, pension and insurance arrangements, and oversee the internal financial administration, external invoicing/payments arrangements and the fixed asset register of the Charity.
- 1.5 Oversee ENS's preparations for, and work on, its annual independent financial examination, liaising closely with ENS's auditors and accountants.

2. Office Administration & Event Management

- 2.1 Manage and administer periodic ENS events in locations across Europe, including regional conferences, training events and membership/other meetings (including venue hire, accommodation and travel booking/reimbursement and other logistical aspects). Working with the Director, deliver high quality events within agreed budgets,
- 2.2 Receive new membership applications and maintain membership details as well as other external and organisational contacts.
- 2.3 Maintain accurate and up to date office and administrative filing systems.
- 2.4 Provide other administrative and project support as required (including through interns/volunteers).
- 2.5 Be responsible for other office management functions as required – both current and in the future¹.

3. Human Resources

- 3.1 Oversee the development, administration and review of ENS's human resources policies and procedures.
- 3.2 Design a volunteer/intern programme and oversee the recruitment and supervision of placements. Explore fundraising options to support this programme as well as other developmental options available through pro bono services (managing both existing and new relationships).
- 3.3 Ensure that Equality and Diversity policies and procedures are continually observed and monitored and that appropriate training is provided to staff, volunteers and Board members as necessary.

4. Governance & Regulation

- 4.1 Work closely with the Director and the Board on a range of governance matters, including Board recruitment, Trustee induction, committee administration, Trustee self-assessment, etc.
- 4.2 Report regularly to the Charity Commission and Companies House, ensuring that ENS operates in accordance with its Memorandum and Articles of Association and company law.
- 4.3 Act as ENS's Data Protection Officer, ensuring that policies and procedures for compliance with data protection legislation and good practice are up to date.

5. Fundraising, Development & Other

- 5.1 Work with the Director to diversify income streams, identify and engage new funding relationships and build new strategic partnerships.
- 5.2 Identify and research (with volunteer support) new Trust, Corporate and EU funding opportunities.
- 5.3 Support the drafting of funding applications, including budgets and financial information.
- 5.4 Support the organisation's strategic planning and development.
- 5.5 This job description is not exhaustive but is a guide to the main functions and responsibilities of the post. It is subject to review in the light of changes and development of the organisation. The post holder may be asked to undertake other duties for which the post holder has the necessary experience/training.

¹ Although not required under ENS's current renting arrangements, in the event of a future office move, the post holder would be responsible for the operation of ENS's IT and telecoms systems and equipment, managing relationships with external contractors and obtaining new hardware and software, as required, and inducting new staff, and ensuring the charity is supported at all times by effective stationery, printing, and copying arrangements.

Person Specification

Key criteria

Below are listed **key criteria** for the post. Candidates must demonstrate and explain in their application how and why their previous experience, skills, abilities and knowledge meet the requirements of this post.

Applications that fail to address this in their personal statement will be not be considered for shortlisting.

Candidates who do not meet each and every one of these criteria may still be considered for shortlisting, based on their overall application, and provided they explain how they would develop any skills or abilities currently lacking. This is an organic and flexible role suited to an adaptable and ambitious individual.

Qualifications and Experience

1. Extensive demonstrable experience of organisational, financial and/or project management;
2. Proven experience of financial management, budgeting & forecasting, consolidation, management & financial reporting, and assisting with the preparation of annual accounts;
3. Experience of fundraising, donor reporting and grant administration;
4. Experience of developing and delivering effective office administration systems and procedures;
5. Experience of managing staff and/or volunteers;
6. Experience of financial administration (processing, tracking and recording of payments);
7. Experience of office administration and managing relationships with suppliers (including the procurement/use of office equipment and ability to troubleshoot where necessary);
8. Experience of event management and organisation;
9. Experience of managing a varied portfolio of responsibilities in an office environment;

Skills and Knowledge

1. Fluent spoken and written English;
2. A good understanding of the resource and administration needs of a small but busy charity;
3. Awareness and understanding of Data Protection requirements and obligations;
4. The ability to provide effective premises and facilities management;
5. Understanding of workplace health and safety regulations and obligations;
6. The ability to maintain effective human resource recording and monitoring systems;
7. Advanced IT/Excel skills, and an understanding of how IT networks and telecoms operate;
8. Excellent problem solving skills with an eye for continuous improvement of the organisation
9. Excellent written and verbal communications skills;
10. Excellent time management skills and attention to detail.

Personal Qualities

1. Can-do attitude and flexibility working in a small team;
2. The ability to form positive inter-personal relationships with and gain confidence of colleagues, management, and the Board;
3. Dynamic, enthusiastic, highly organised, hard-working and self-motivated;
4. The ability to identify and maximise opportunities in a positive and constructive way, demonstrating the flexibility to adjust and adapt;
5. The ability to deliver under pressure, meet deadlines and take personal responsibility for their work;
6. A strong and demonstrable commitment to the human rights of stateless persons;
7. No restrictions to work in the United Kingdom.

Desirable Criteria

The post holder may meet some or all of the following *desirable criteria* for the post:

1. Charity accounting and reporting experience;
2. Operating experience of accounting software;
3. Undergraduate level qualification in a relevant subject;
4. Knowledge of EU funding streams and related grant management or project experience;
5. Experience of working for a NGO (national or pan European) and/or on human rights issues specifically;
6. Competency in additional languages (particularly French, Russian, Spanish, Italian and/or German).

Equal Opportunities Statement

ENS aims to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement, which is not demonstrably justifiable.

Application Procedure

Candidates should send a Curriculum Vitae and a detailed Personal Statement (fully addressing **all** the criteria in the person specification) FAO Jessica Cunliffe (info@statelessness.eu) no later than **Monday 7 September 2015**, stating Operations Manager in the subject heading. For questions about the role contact ENS Director Chris Nash (chris.nash@statelessness.eu).

Candidates should also provide details of at least two referees (who will not be contacted prior to a job offer).

Regrettably, due to the large number of applications anticipated, it is not possible to write to you should you not be short-listed for an interview. If you have not heard from us within 20 days of the closing date, please assume that your application has not been successful on this occasion.

Interviews will be conducted on Monday 14 September and Thursday 17 September.

Deadline for applications: Monday 7 September 2015