OPERATIONS MANAGER
(HR FOCUS)
RECRUITMENT INFORMATION
INTRODUCTION TO THE ROLE

*Girls Not Brides* is seeking to appoint an outstanding individual to a newly created Operations Manager role based in London.

This wide-reaching role has a human resources focus and will be responsible for providing ongoing HR management and expertise for the global staff team, managing team learning and development processes, developing our global ways of working and contributing to broad operational processes. The role will have a significant influence on our ways of working and organisational culture.

The successful individual will have significant experience in their areas of responsibility and proven commitment to maintaining high standards throughout their work. They will be skilled at relationship-building, pro-active, flexible, meticulous and empathetic.

**Job location**

London, with enhanced flexible working options.

**Reporting to**

Director of Operations

**Salary range**

£42,000 - £50,000, depending on experience, a generous benefits package including 10% pension contributions, and enhanced flexible working.

**Contract**

Full time, but we would also consider applicants interested in the role on a part-time basis (minimum 3.5 days per week).
ABOUT GIRLS NOT BRIDES

Our history

*Girls Not Brides* was initiated in September 2011 by The Elders, a group of independent global leaders working together to promote peace and human rights. *Girls Not Brides* was created as part of their efforts to bring more attention to the harmful practices that hold girls and women back, and to encourage and empower others to work collaboratively to end child marriage. *Girls Not Brides* became an independent charity in 2013.

Our vision

Our vision is a world without child marriage where girls and women enjoy equal status with boys and men, and are able to achieve their full potential in all aspects of their lives. Our vision challenges deeply embedded social norms that harm the lives of girls, women and their communities.

Our work

*Girls Not Brides* is the only global organisation uniquely focused on creating and sustaining a worldwide movement to end child marriage, and ensuring that this movement leads to tangible change for the girls at risk or affected by the practice. We are a network of over 1,400 civil society organisations in over 100 countries working in partnership to end child marriage.

Our member organisations are diverse. They vary in size, location and the type of work they do. They include programme implementers and service providers working directly in their communities, and groups focused on research and advocacy to concentrate global, regional and national attention on the problem. They include small community groups and large international non-governmental organisations.

In some countries, our member organisations have come together to form coalitions to end child marriage. They use collective engagement to consolidate their work and catalyse national action.

The secretariat rallies support to end child marriage and supports member organisations by:

- Nurturing relationships with multilateral institutions, media outlets, potential donors, UN bodies and academic institutions.
- Convening member organisations and other key partners (such as UN agencies, donors, governments and academics) to address important questions, such as how to measure progress towards ending child marriage.
- Supporting the development of a shared understanding of promising approaches to end child marriage.
- Building relationships with organisations and alliances working in different sectors to ensure that child marriage is integrated into their work.

Our core values

- Inclusivity
- Integrity
- Pragmatism
- Collaboration
- Respect
- Determination
• Sharing global and regional policy developments with member organisations and spearheading collective advocacy to include child marriage in development and human rights frameworks.

• Increasing visibility and understanding of the impact of child marriage, and amplifying local and global efforts driven by member organisations to end the practice.

• Ensuring member organisations are equipped with the necessary tools and information to strengthen their work.

• Facilitating collective action by member organisations at the global, regional and national levels.

Our impact

When Girls Not Brides was launched, the issue of child marriage was almost invisible for many, especially in global fora. A few determined organisations were working on the issue, but there was little scope for them to learn from one another, share resources or work together to increase their impact. Since then, we have made significant progress. Highlights include:

• The inclusion of a target to end child marriage in the post-2015 Sustainable Development Goals.

• Increased understanding of the range of approaches needed to address child marriage, and the role of different sectors, thanks to our Theory of Change.

• Work with intergovernmental bodies like the African Union, South Asia Association for Regional Cooperation, the Commonwealth, and the Organisation internationale de la Francophone.

• Increased work in Latin America and the Caribbean, with seven governments in the region committing to addressing child marriage.

• The development of national action plans to end child marriage in over 40 countries.

• The launch of the Girls First Fund, a multi-donor initiative to support community-based organisations working to end child marriage around the world. It initiated VOW: To End Child Marriage, an innovative fundraising initiative.

KEY RESPONSIBILITIES OF THE ROLE

Human resources

• Provide ongoing HR expertise for the global staff team and proactively, consistently and skilfully address any staffing issues.

• Ensure ongoing organisational compliance with all relevant employment law and related issues.

• Develop and periodically review HR-related policies and procedures, including within the Staff Handbook, competency framework and risk register.
• Monitor and make recommendations regarding staffing and recruitment needs, and develop strategies for ensuring the immediate and long-terms staffing needs of the organisation are met.

• In collaboration with relevant managers, develop and oversee all stages of the employee cycle process from job design and recruitment to performance management, development and leaving processes.

• Draft and manage all staff and consultant contracts, ensuring the documents are accurate, tailored to the specific context and legally compliant.

• In collaboration with relevant managers, regularly review staff job descriptions to ensure they are up to date, consistent and fit for purpose.

• Manage the staff benefits packages, including overseeing relevant internal processes and liaising with our external payroll company and other benefits providers.

• Conduct an annual market salary review for each of our office locations and provide recommendations for amendments to the remuneration policy.

• Manage staff visa issues, including the UK Tier 2 Sponsor process and any staffing issues related to Brexit.

• Maintain up-to-date and comprehensive staff records, in line with best practice and GDPR requirements.

**Organisational and individual learning and development**

• Support and train managers to understand and effectively implement relevant organisational policies and procedures.

• Oversee and advise on all team training and individual professional development.

• Oversee the performance review process and ensure any necessary follow-up actions are taken.

• Proactively identify and coordinate opportunities for enhancing the staff team’s internal systems, tools and processes and means of collaborating efficiently.

• Ensure the organisation gathers feedback from the staff team for continuous organisational learning and development, including through regular HR drop-in sessions and an annual confidential staff survey.

• Present findings and recommendations on organisational learning and development to the Senior Leadership Team and Board of Trustees, as required.

**Global working**

• Work alongside heads of teams in New Delhi, Nairobi and Mexico City to ensure the organisation has appropriate registration status, systems and processes in place for effective, compliant and supportive ways of working across all staff locations.

• Research relevant issues and utilise local experts to draft staff handbooks and guidance for regional staff members, tailored to the local contexts.

• Source and work alongside lawyers and relevant consultants in regional locations to assist and provide local expertise on organisational compliance, as necessary.
Organisational culture and values

- Ensure that all staffing policies, processes and decisions are in line with the organisational values, and nurture a supportive, fair, developmental and happy workplace for the entire global team.

- Work with the Diversity and Inclusion Committee to embed best practice in equality, diversity and inclusion across the organisation.

- Work with the Wellbeing Committee to ensure that the organisation has a comprehensive wellbeing strategy and appropriate processes in place.

- Ensure that individual staff members experiencing challenging personal or professional circumstances have access to appropriate support.

Wider operational responsibilities

- Under the guidance of the Director of Operations, seek advice and support from the organisation's lawyers and other external experts, as appropriate.

- Contribute to broad operational activities, processes and taskforces in areas such strategic reviews, major events, office relocations, systems reviews and procurement activities.

- Provide back up to colleagues in the Operations Team as necessary, such as when colleagues are on leave.

- Proactively explore and utilise new HR and operational technology and tools to ensure relevant systems are streamlined, fit-for-purpose and user-friendly for the entire global team.

- Manage relevant budget lines.

- Ensure relevant operational activities represent excellent value for money.

Wider responsibilities of Girls Not Brides team members

- Commit to the mission and vision of Girls Not Brides, putting them at the forefront of all planning, work and actions.

- Uphold the core values of Girls Not Brides in all areas of work and interactions with colleagues, members, partners and other stakeholders.

- Comply with Girls Not Brides policies and processes, with particular attention to safeguarding, the code of conduct and data protection.

- Ensure that internal databases and monitoring information are kept fully up to date.

- Commit to ongoing personal development and learning.

- Fulfil any other reasonable requests for the advancement of Girls Not Brides.
PERSON SPECIFICATION

Essential experience

- Substantial experience in HR, including managing multifaceted staffing issues, processes and systems.
- Extensive experience designing and maintaining organisational systems, policies and processes in line with best practice.
- Experience managing work involving legal compliance.
- Experience of confidently and meticulously navigating complex processes, policies and documents.
- Experience of confidently providing appropriate advice, expertise, reports, recommendations and training to diverse audiences.
- Strong track record of successfully working with diverse teams based in different locations.
- Experience managing complex and sensitive staff and organisational issues with empathy, fairness, consistency and appropriate confidentiality.
- Experience of successfully working with HR information management systems, tools and records.

Essential skills and knowledge

- Advanced knowledge of current best practise in HR and employment policies, procedures and legislation in the UK.
- Skilled and confident in reviewing, understanding and appropriately applying complex documents, policies and processes, including legal documents.
- Advanced skills in project management, strategic thinking and problem solving.
• Ability to build and maintain strong relationships – both internally and externally – and communicate effectively in writing and verbally.

• Ability to learn quickly and adapt to new areas of work, including through using highly developed research skills and successfully engaging with external experts.

• Ability to deal with change, competing demands, multiple priorities, time constraints and unanticipated events.

• Excellent written and spoken English.

• Excellent knowledge and understanding of the charity sector.

• Ability to maintain appropriate confidentiality.

• Knowledge of GDPR issues and how they relate to HR processes.

• Proficiency in recent versions of Microsoft Office suite.

**Essential values and attributes**

• Strong commitment to the mission and values of *Girls Not Brides*.

• Proactive and able to confidently take initiative and make appropriate decisions.

• Meticulous with outstanding attention to detail and a commitment to consistent high quality.

• Approachable, with the ability to build effective relationships with diverse individuals and organisations.

• Flexible, adaptable and resilient.

• Willingness to work flexibly and travel internationally, as necessary.

**Desirable**

• Qualification or advanced training in a relevant area such as HR, organisational management or law (highly desirable).

• Advanced Spanish language skills (highly desirable).

• Experience of working within an international development charity.

• Experience of ensuring compliance with UK and/or international charity and company law.

• Knowledge of employment legislation and processes in India, Kenya or Mexico.

• Knowledge of Salesforce and Basecamp.

• Proficiency in other key languages of *Girls Not Brides*, such as French or Arabic.

**Safeguarding**

*Girls Not Brides* is committed to safeguarding all children, young people and adults at risk with whom our staff and representatives work and interface. Any employment with *Girls Not Brides* may be subject to the satisfactory completion of a background check and a criminal records check which can include but is not limited to: an overseas police record check, a Disclosure and Barring Service Check (for those based in the UK) or an International Criminal Record Check (if applicable).
HOW TO APPLY

We are an equal opportunities employer and we welcome applications from all suitably qualified persons.

To apply, please send your CV and covering letter demonstrating how you meet the criteria for this position to recruitment@GirlsNotBrides.org by 23:00 GMT on 14 September 2020 clearly stating “Operations Manager” and your name in the subject line.

First round video interviews will take place via Zoom on 24 September 2020 and final interviews will take place on 2 October 2020 either via Zoom or in our London office.

We regret that due to the large number of applications anticipated, only shortlisted candidates will be contacted.