



## HR and Operations Manager

### About Media Defence

Media Defence is a charity that helps media to defend their rights. We support independent media, journalists and citizen journalists who are under legal threat by making sure that lawyers are available to defend them. We engage in strategic litigation to improve the regulatory environment for media freedom, make grants to organisations in various countries to run media defence programmes, and build the capacity of the lawyers and organisations we work with on issues of media law.

Media Defence was set up in 2008 and has established itself as a leader in the field. To date, we have supported over 1,000 cases, helping hundreds of journalists in over 110 countries. Our work has helped prevent over 300 years of detention for media workers and avoided £500m in damages. We have supported 40 partners and have trained 144 lawyers.

### About the role

We are looking for a talented, HR and Operations professional to manage Human Resources, Information Technology and Office Management for a small but complex organisation. This is the first time Media Defence will benefit from targeted HR and Operational support, so this role presents a great opportunity to shape the culture and processes of the organisation.

**Responsible to:** Finance and Operations Director

**Key relationships:** CEO, Finance and Operations Director, Finance Manager, Finance and Administration Officer, Development Director, Legal Director, Senior Legal Manager, Training Manager

### Main Responsibilities

#### Human Resources

##### Management

- Managing the recruitment of all staff, volunteers and fellows.
- Act as a point of contact and subject matter expert for all HR queries.
- Create, update and shape HR policies and guidelines, in line with current legislation and HR good practice.
- Onboarding and induction, conducting exit interviews and involvement in staff performance reviews and Improvement plans as needed.

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- HR management and administration, including ensuring staff contracts are up to date and overseeing payroll.
- Manage the My HR Toolkit system, ensuring all information stored is correct and the system is set up to support us effectively.
- Sharing HR knowledge and feedback with relevant staff within the organisation.

#### Support to staff, volunteers and fellows

- Oversee employee wellbeing including providing additional pastoral care and wellbeing support where necessary.
- Manage leave requests and parental leave, including maternity leaving and returning processes and KIT days.
- Support with any medical needs and sickness across teams, including engaging external support where needed.
- Ensure all travel carried out for the organisation is correctly planned, risk-assessed and secure.
- Apply for certificates of sponsorship from the Home Office where needed and conduct international recruitment. Ensure all Right to Work Information held is up to date.
- A firm understanding of, and deep commitment to, Diversity, Equality, Inclusion and Belonging.
- Design and analysis of staff survey data, presenting information to different audiences and implementing programmes of action to address any areas of concerns.

#### Other

- Produce HR reports/data for reporting on KPIs to the executive team and the Board.
- Manage and conduct HR projects and research with consultants as needed.
- Organise and deliver internal training as necessary.

#### Information Technology

- Manage the relationship with external IT contractors.
- Ensure that great value-for-money service is always achieved and work with the IT contractor to remedy any Issues.
- Maintain a joint asset register with the main IT contractor; ensuring that all equipment used by staff, volunteers and fellows is fit for purpose and any asset disposals are carried out safely and ethically.
- Co-ordinate the implementation of new solutions; ensuring that data security is maintained at all times.
- Work with software providers to ensure that data can be reconciled between systems.
- Ensure staff, volunteers and fellows are trained in data protection and cyber security.
- Organise regular disaster recovery tests and penetration testing with the external IT contractor.

#### Operations and Office management

- Manage the relationship with external office management team.
- Oversee effective and smooth running of the Media Defence office, making sure staff are supported and resourced.
- Oversee maintenance of the fixed asset register and safeguard Media Defence's assets.
- Ensure that all insurance held by the organisation is appropriate and up to date.

## Other

- Minute taking at Board of Trustees meetings.
- Facilitation of Board of Trustees meetings, including booking travel and meeting rooms as necessary.
- Support the CEO in facilitating the work of the Governance Committee.
- Provide executive support to the CEO and Finance and Operations Director as required.
- Perform any other duties commensurate with the post.

## **Person Specification**

### **Essential**

#### Knowledge and experience

- CIPD Qualified Level 5 or equivalent professional experience.
- Minimum 3 years' experience in a HR Generalist role, covering the full spectrum of HR disciplines including Payroll.
- Proficient in coaching and advising managers and the workforce.
- Experienced in using data to make informed decisions and report effectively.
- Experience of working in a multi-cultural environment and with partners outside of the UK.
- Solid knowledge in and practical application of employment law.
- Experience of working in a multi-cultural environment and with partners outside of the UK.

#### Skills

- Sound IT skills (Microsoft Office, Word, Outlook etc), experience of manipulating HR database
- Excellent organisational skills and ability to manage a varied and pressured workload, including planning and organising the work of others.
- Results-focused, solution-oriented with a proactive and positive approach.
- Excellent interpersonal and communication skills with a pleasant, diplomatic manner in interacting with colleagues and other stakeholders at all levels.
- Fluency in English with excellent writing and editorial skills.
- High level of personal integrity and commitment to the mission and vision of Media Defence.
- Right to work in the UK.
- Experience and knowledge of staffing matters relating to diversity, equity, inclusion and wellbeing.
- A learning attitude: willingness to continuously learn, challenge and be challenged and capacity build the Media Defence team.
- A firm Interest in IT support and Office Management. Alongside HR, these aspects of the role holistically support the wellbeing of the team.

### **Desirable**

- Understanding of human rights and/or international media environment.
- Experience working for an organisation that operates in challenging contexts

Equality and diversity are fundamental to our mission. We are committed to the recruitment and retention of individuals from diverse backgrounds and who reflect the diverse communities in which we operate.

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## Terms of Appointment

<b><u>Contract:</u></b>	Permanent, full time (37.5 hours, occasional evening and weekend work)
<b><u>Salary:</u></b>	£33,000 – 45,000 per annum, dependent on experience
<b><u>Location:</u></b>	We combine home working and office-based working to suit individual and organisational needs. While there is scope for working from home, this role will require presence in our central London office two days per week.
<b><u>Pension:</u></b>	Contributory pension scheme (employer matched contribution up to max. 8%)
<b><u>Annual leave:</u></b>	25 days annual leave plus bank holidays, plus up to ten days additional leave (paid/unpaid) per year after probation.
<b><u>Additional:</u></b>	On joining Media Defence, all employees are automatically able to access professional support through our Employee Assistance Programme (EAP) provided by Health Assured Limited and through a digital health app, Peppy. We offer an enhanced maternity and paternity leave package. We provide a range of training and development tools to offer support our employees to improve or develop skills and knowledge for the benefit of both the individual and the organisation.

## How to Apply

If you are interested in applying for this role, please send your application, referencing 'HR and Operations Manager', to [recruitment@mediadefence.org](mailto:recruitment@mediadefence.org). Your application must include:

- your CV (max. two pages); and
- a covering letter (max. two pages), explaining your motivation for applying for the role, along with how you will meet the criteria in the Person Specification.

The closing date for applications is **Monday 28 November 2022**.

Interviews will be held virtually during **w/c 5 December 2022**. A potential final round of interviews will take place during the **w/c 12 December 2022**.

If you have any questions relating to the role or the process or would like any adjustments made to accommodate your needs, please contact us at [recruitment@mediadefence.org](mailto:recruitment@mediadefence.org).