



Executive Projects and Operations Officer

JOB DESCRIPTION AND PERSON SPECIFICATION

Title:	Executive Projects and Operations Officer
Contract:	2-year fixed term (open to extension subject to available funding)
Reporting to:	Director of Finance and Operations
Rate:	£39,024 per annum + 6% contributory pension scheme
Hours:	Full-time 35 hours
Holidays:	27 days annual leave (made up of 23 days' annual leave, plus an additional 4 closure days over the Christmas period)
Based at:	Hybrid working. One day a month at War on Want's head office, 44-48 Shepherdess Walk, London N1 7JP; more in-person days required on an ad-hoc basis
Deadline for applications:	10 am Friday 4 August 2023 Interviews will be held on a rolling basis

JOB DESCRIPTION

War on Want works to challenge the root causes of poverty, inequality, and injustice through partnership with social movements in the Global South and by running hard-hitting campaigns in the UK in support of radical change.

We are looking for an Executive Projects and Operations Officer who is able to work in a fast paced and demanding role to support the organisation, the board and the Senior Management team in conducting its duties more efficiently and effectively. A high level of professionalism and confidentiality is crucial.

With knowledge and experience gained from working in other executive assistant or organisational officer roles, we are looking for someone to step in and take charge of the role quickly to start making maximum contributions right from the start. It is also expected that the post holder will assist in helping to deliver a busy roster of events including our upcoming War on Want conference. This newly created role will be instrumental for harmonising the overall health of the organisation, supporting the board, senior management team and staff to ensure the whole team can deliver on its objectives with maximum effectiveness. Balancing multiple projects and managing internal communications on key organisational priorities is key to the success of the role.

This role follows a hybrid working arrangement, reporting to the Director of Finance and Operations. It is a very varied and multi-dimensional position, exposing the right individual to the conversations and thinking of the most senior members of the organisation. The role will involve working with colleagues across the organisation on the following tasks:



Key tasks:

1. Organisational support

- a. Project manage and provide administrative support for all organisational activities such as team meetings, away days and other important events.
- b. Project manage and provide administrative support for major events such as biannual conference and other gatherings that WoW undertakes.
- c. Take minutes of monthly team meetings and keep appropriate documentation capturing actions to complete.
- d. Organise set-up for team meetings to take place (inquire and prepare for the people dialling in ensuring facilities are working as expected), liaising with the Office Manager.
- e. Oversee timely updates of organisation-wide documents, prepare draft documents, as required, and send reminders to relevant individuals to keep the documentation up to date and accurate.
- f. Structuralise digital documents, ensuring all relevant documents are saved in correct folders and places, avoiding duplication and incorrect referencing,
- g. Keep staff calendars up to date with all staff events such as bank holidays, office away days, team meetings and other organisation-wide engagements.
- h. Provide onboarding support for new staff with orientation to the Board, SMT, Organisational goals and objectives.
- i. Assist the Office Manager with ad-hoc office-centred activities.
- j. Support office manager in managing incoming communications, with responsibility for handling calls to the office mainline, and post and emails to the organisation's centralised addresses.
- k. Managing internal communications on behalf of the Senior Management Team, communicating key decisions and developments to the wider organisation.

2. Wider governance support (Board and Senior Management Team)

- a. Supporting functioning of the board meetings and ensuring they are running smoothly.
- b. Communicating with the board members to ensure their needs are met prior to the meetings and reminding them of meetings time and place.
- c. Taking minutes of the meetings of the Council of Management and Finance and Resources Committees. Updating decision log with the decisions made.
- d. Taking minutes and updating action tracker of SMT meetings, reminding the directors of outstanding actions and their due dates.
- e. Processing expense claims and credit card expenses for the board members and SMT and forwarding them to relevant person for approval.
- f. Formalising and structuring folders across a number of locations for the Board and the SMT.
- g. Manage director's diaries and booking meetings and other events upon request.
- h. Contribute to special projects as requested and assist in various aspects of War on Want work as requested by the ED with precision and the utmost respect for confidentiality.
- i. Assist the directors in organising organisation-wide meetings and engagements (helping to plan, distribute information to staff, send reminders etc).
- j. Maintain, review, and update as needed WoW's governance records and assist the Board and ED to ensure adherence to these policies.

3. Project support

- a. Support the delivery of War on Want in-person conference due to happen in February 2023.
- b. Provide administrative support for War on Want external events when required.



- c. Support the delivery and provide administrative support of several projects led by the executive team.

Person Specification:

Essential:

- At least 3 years of experience in the PA, project management or operations role, ideally in a charity sector.
- Experience of interacting with high-level stakeholders such as board members, executives and senior management teams.
- Impeccable written and verbal communication skills.
- Exemplary administrative skills- drafting correspondence, managing diaries, booking international travel, scheduling, record keeping etc.
- Highly organised and reliable approach to work.
- Some experience of coordinating and managing cross-organisational projects with a strong understanding of the key principles, tools and methodologies for effective project management
- Ability to work in confidential manner as the role will be exposed to a lot of sensitive information.
- Focused, structured and detail-oriented attitude.
- Commitment to War on Want's mission.
- Ability to work well in a team and a positive and collaborative approach to work. Commitment to the aims and values of War on Want
- Eagerness to learn and get involved in a range of tasks and activities.

Desirable

- Experience of IT project support and organisation.
- Project Management qualification or certificate