

OPERATIONS COORDINATOR



Centre for Sport
& Human Rights

Role Title	Operations Coordinator
Start Date	Immediate start / As soon as possible by mutual agreement
Reporting to	Head of Operations and Governance
Location	<p>Remote position, working from home. Candidates must be able to work with a global team primarily based in UTC and UTC+1 time zones.</p> <p>Candidates must already have the legal right to work in the country of their location.</p>
Hours	Full-time or 0.8 FTE by agreement.
Salary	£27,500 - £34,000 GBP depending on skills and experience, based on full-time basis; appropriate adjusted range for Swiss candidates on a full-time basis; or equivalent consulting rate for non-UK based candidates.
Contract	1 year, renewable subject to funding. Candidates based in the UK or Switzerland can be offered an employment contract. Candidates in other locations can be offered a consultancy agreement.
Role purpose	The Operations Coordinator is responsible for coordinating office operations, HR and Finance functions in addition to overseeing and maintaining office systems and digital platforms for the worldwide team. The role also provides support for the Senior Leadership Team and to CSHR's growing remote team by managing daily administrative tasks to ensure the smooth running of the teams and assisting with logistics for CSHR's events.
Key relationships	Reporting to the Head of Operations and Governance. Key relationships with Senior Leadership Team and Operations Team and working with the team as a whole.
Key responsibilities	<p>Key duties and responsibilities include, but are not limited to:</p> <p><u>Systems support:</u></p> <ul style="list-style-type: none">• First point of contact for all queries related to systems and digital platforms; troubleshooting initial difficulties encountered by the team.• Be the guardian of CSHR software accounts including the monitoring and management of the various systems (Monday.com, Zoom, Dropbox, Slack, G Suite) to ensure the efficiency and effectiveness of systems.• Provide initial and ad hoc training to new and existing team members on effective use of systems.

- Provide basic IT support to the Centre's team and liaise with specialist IT support when required.

General administration:

- Be first point of contact for the Centre (internally and externally) via e-mail and phone.
- Organise & coordinate virtual meetings for the Centre including team meetings, working groups and webinars.
- Handle staff travel requirements including transportation, accommodation and liaising with travel agencies.
- Address team queries regarding office management issues (e.g. stationery, equipment etc).

HR administration:

- Maintain and monitor annual leave and sickness absence records on CharlieHR.
- Coordinate recruitment preparation, communication with candidates and schedule interviews.
- Conduct initial orientation to newly hired employees.
- Follow-up on staff & consultant contracts.
- Liaise with Deputy CEO and external HR support on ad-hoc tasks.

Operations:

- Support financial administration, including expenses, creating invoices and ensuring payments are made.
- Support compliance processes, including GDPR measures, and regular updates of internal policies and procedures.
- Research and negotiate with suppliers to ensure cost effectiveness in procurement of goods and services.
- Liaise with translation agencies and independent translators to obtain quotes and coordinate translation jobs.
- Liaise with Geneva office service providers whenever required concerning the rent, grant, internet, and insurance.

Executive support:

- Assists CEO with a variety of administrative tasks including management of an extremely active calendar allowing the CEO to focus on high-level leadership and strategy.
- Plans, coordinates and ensures the CEO's schedule is followed and respected.
- Scheduling meetings, preparing and distributing agendas and meeting materials in addition to taking minutes to safeguard the efficiency and effectiveness of all meetings.

Other duties:

- Any other reasonable task in line with the responsibilities of the role, at the request of your line manager.

Role impact

The impact of this role will be to ensure efficient administration and operation underpinning the work of the team as a whole to achieve its strategic

objectives as defined in its strategic plan [Convergence 2025](#), and in particular to contribute directly to the delivery of objectives relating the the fifth strategic objective, Building a Self-Sustaining Global Organisation.

Person specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to secondary / high school leaving age (or equivalent) 	<ul style="list-style-type: none"> • University degree in a related field or equivalent qualification.
Experience	<ul style="list-style-type: none"> • Extensive proven experience of office management and co-ordination. • Strong experience in utilising and managing systems/digital platforms (ideally Monday.com, Zoom, Dropbox, Slack, G Suite) • Experience of data and administrative management practices and procedures. including cloud-based file storage for work and project management systems. • Proven experience planning and organising internal meetings. • Working autonomously in an unsupervised environment on a regular basis. 	<ul style="list-style-type: none"> • Experience of business administration in an international context. • Experience as Executive Assistant/Administrator. • Experience working with CRM/Project Management/HR software (e.g. Asana, Salesforce). • Experience of handling basic HR functions. • Experience of work in the not-for-profit sector. • Experience of basic budget management.
Knowledge and skills	<ul style="list-style-type: none"> • Strong organisation and co-ordination skills. • Excellent time management. • Strong IT capabilities, including proficiency in Microsoft Office and Apple software. • Experience of taking meeting minutes and record-keeping. • Attention to detail and the ability to produce accurate and quality work. • Strong problem solver who takes initiative. 	<ul style="list-style-type: none"> • Knowledge of GDPR compliance and processes. • Fluent in a second language, ideally Spanish or French. • Experience negotiating terms with travel/hotel/catering and admin/IT provider.

	<ul style="list-style-type: none"> ● Fluent in written and spoken English. ● Comfortable handling confidential information.
<p>Required attitude</p>	<p>You will be:</p> <ul style="list-style-type: none"> ● Proactive & resourceful. ● Agile and ready to adapt to an evolving context. ● Confident and self-motivated. ● Trustworthy and dependable. ● Respectful with positive and inclusive mind-set. ● Open to continual learning and strives to develop and enhance own performance. ● Strong work ethic, team-focused and promotes a climate of camaraderie, inclusiveness and feeling valued. <p>We believe in our mission and work hard to pursue it. We are a small team, working internationally, and seek pragmatic, hands-on, and positive-minded colleagues to join us in this mission.</p> <p>You will be committed to our mission of promoting human rights in sport and to contributing to a positive and collaborative working environment in which high standards of governance and operations management are maintained. You will be proactive, able to effectively manage your own workload.</p>
<p>Inclusion and diversity</p>	<p>We work hard to create and maintain a positive internal environment with a team that is open, supportive and encourages collaboration, including a commitment to inclusion and diversity at all levels.</p> <p>We will consider qualified candidates without regard to age, disability status, ethnicity, gender, national origin, pregnancy, race, religion, sex, sexual orientation, socioeconomic status or any characteristic protected by law. We value candidates with varied experiences who can bring a new perspective and outlook to our work.</p>
<p>Safeguarding</p>	<p>At CSHR we believe we need to keep children and vulnerable adults safe. Selected candidates will be expected to adhere to our standards. Our selection process reflects our commitment to the protection of children and vulnerable adults from abuse.</p>
<p>Application process</p>	<p>If you are interested in this position, please apply here submitting your CV and a cover letter laying out your interest in this position and why you are suited to the role.</p> <p>Closing date for applications: 14 August 2022 at 22:59 BST (London) / 23:59 CET (Geneva).</p> <p>Video interviews (Zoom) will be 24 and 25 August 2022. Interested applicants should ensure their availability for a 45-minute slot on these dates.</p>



Shortlisted candidates will be asked to complete a timed 45-minute task ahead of the interview (using their laptop, and to be received and submitted by email).

For additional/ information about this position, please Mariam Diakite at mariam.diakite@sporhumanrights.org

We will only contact candidates for shortlisting. If we do not contact you, your application has unfortunately been unsuccessful. Applications from unsuccessful candidates will be held on file for 12 months after the end of the recruitment process.

