



Operations Lead

Your role

We're looking for a super organised, efficient and supportive **Operations Lead** to make We Own It run smoothly so we can win public services for people not profit. This is a fast-paced role in a small team with a big mission!

You'll lead on creating and maintaining effective systems and processes, and supporting the team on logistics so that everything runs like clockwork. You'll also make sure we're thanking the brilliant individual donors who fund 93% of our work. We're looking for someone who has a track record of creating efficiency and order for themselves and other people - and can do so in a remote context! You'll need to be happy to carry out a variety of tasks and be flexible about your role.

This role is a crucial part of the We Own It team and central to increasing our impact. Part of a small, high performing team working mostly remotely and sometimes in London, you'll need to be extremely self-motivated and able to work efficiently and autonomously.

You will:

- Create a great working environment by improving organisational systems and processes and supporting the team on a day to day basis
- Lead on donor love, responsibility for maintaining our donor base - keeping track of our monthly and one-off donors, sending reports on how their donations are progressing our campaigns, carrying out supporter surveys, regularly thanking donors and sending out printed materials, pin badges and other merch, managing legacies
- Manage all aspects of finance, including payroll and paying bills, processing receipts, invoices and expenses, managing budgets and sharing forecasts, processing all donations online and by cheque
- Manage all aspects of HR, supporting the Director on hiring, updating policies and procedures as needed, coordinating the update of staff handbooks, taking responsibility for implementing our GDPR policy and online security
- Lead on all logistics to make sure our mostly remote team runs smoothly, including booking the monthly office space in London, keeping the London storage space organised, supporting campaigners with logistics around events
- Coordinate events like for party conferences and make sure the team have easy access to campaign props and promotional materials

- Line manage the two roles of Communications and Campaign Support, coordinating the press calls rota, onboarding and handovers, onboard any volunteers, check in on team working from home set up
- Support the director on fundraisers and PA support where needed, schedule and support board meetings as needed
- Receive and process all post by mail
- Liaise with third parties and manage compliance processes including Companies House, HMRC, Electoral Commission, insurance

Essential

- Excellent organisational skills, a detail-orientated systematic person who sets and meets deadlines
- A natural talent for creating order and lean but effective systems and processes wherever you go!
- Experience of managing people
- Working numeracy skills, ability to manage finance and budgets
- Excellent written and verbal communication skills
- Positive, can-do attitude and efficiency in a fast-moving campaigning environment
- Emotionally intelligent, a kind and supportive team player
- A strategic self-starter with bags of initiative, ready to hit the ground running with remote support and keen to learn fast
- Strong sense of responsibility for creating a positive, productive working environment and happy to manage a range of tasks to make this happen
- Passionate and enthusiastic about our campaigns and mission
- Happy to travel to London for meetings and events
- Happy to receive and send post to and from your home and to tidy our storage space in London as needed

Desirable

Attitude is as important as experience, however it would be really helpful if you have experience – paid or voluntary - of any of the following:

- Experience of finance administration
- Experience of HR systems and processes
- Experience of fundraising
- Experience of administration and/or customer service
- Experience of organising events and/or project management under pressure
- Experience of working in a small and/or campaigning organisation

About We Own It

We Own It is a not-for-profit organisation which aims to shift the debate on privatisation across public services, including water, energy, buses, railways, the Royal Mail, care work, council services and of course the NHS. We campaign to win tangible victories to improve people's lives while also communicating the wider case for public ownership.

What we offer:

£38,821 pro rata = £21,567 for a 2.5 day week

18.75 hours work week, this is likely to be working every morning but not afternoon (some flexibility may be possible for the right candidate)

Hybrid working, with 1 day a month minimum in our London office

Further travel for campaign events in London and elsewhere, depending on opportunities and the needs of team

How to apply

Please email your CV and a cover letter to Cat at cat@weownit.org.uk by **Sunday 9th November**.

In the cover letter please explain how you meet the person specification.

Interviews will take place in London on **Tuesday 25th November (first stage) and Tuesday 9th December (second stage)**.