



Public Law Project

Information Pack: Operations Officer



Advert

PLP Operations Officers play an essential role in achieving Public Law Project's (PLP) charitable objectives through ensuring the effective running of financial, office, personnel and technical administrative operations of the charity.

The role would suit someone looking to become a charity administrator, who enjoys working as part of a small team with a varied workload.

The role includes both routine, essential duties and the need to be comfortable working independently to problem solve within a dynamic and growing workplace.

We are seeking someone with a high degree of technical proficiency coupled with excellent written communication skills to complement the existing strengths within our team. All members of the team need to be well organised, discreet and committed to the work and values of PLP.

The role would be ideal for a new graduate seeking experience across a range of administrative roles or for an experienced generalist administrator who has developed their skills and experience organically over a number of roles. PLP will seek to assist the successful candidate in developing specialist expertise over the course of their career with us. We are a growing charity with an ambition to appoint an operations manager post within the next two to three years. Our expectation is that the support we develop for the successful candidate would make them a strong candidate for that future role.

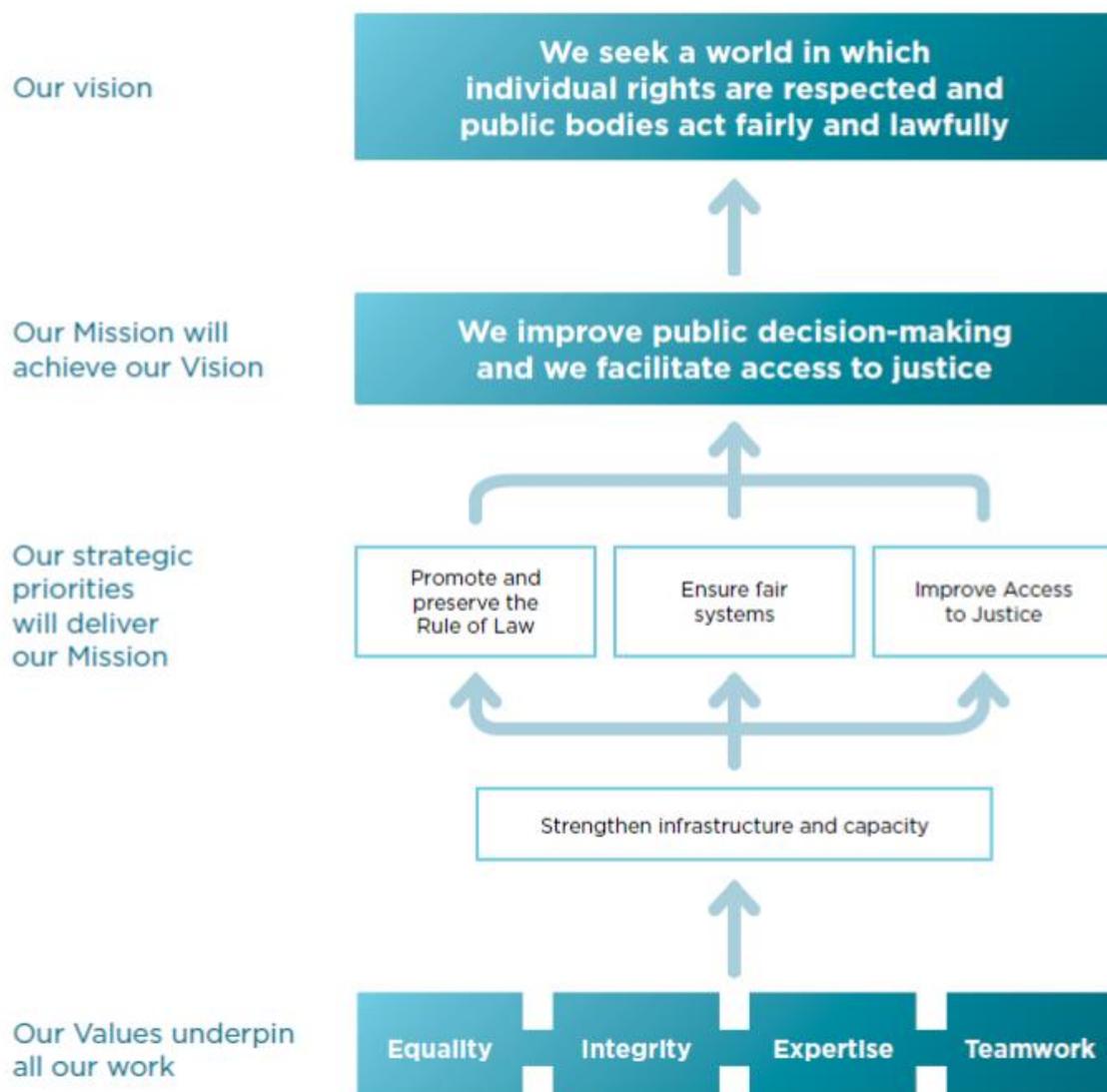
What is PLP

Public Law Project (PLP) works to ensure people who are disadvantaged and marginalised can hold the state to account. For almost 30 years we have helped civil society, advisers and lawyers use the law to prevent abuses of power and improve access to justice in England and Wales. We employ specialist lawyers who represent individuals, campaign groups and charities, often in high profile, high stakes, public interest litigation. Our researchers work in partnership with the UK's leading academic institutions, and we run a national programme of conferences and training.

PLP is growing. We are expanding our operations and developing our in-house expertise to meet some extraordinary challenges and opportunities; from austerity to Brexit, from benefit sanctions to an unprecedented programme of justice reform.

Can you help us achieve access to justice?

Vision, Mission & Values



Employment information

Job title: Operations Officer

Contract term: Permanent

Location: Central London (currently Kings Cross)

Hours: Full time (35 hours per week). Part time applications will be considered for the right candidate.

Salary: £24,000 per annum

Pension: 10% per annum after one year. Statutory minimum during first year.

Leave: A full time member of staff has 25 ordinary annual leave days each year in addition to bank holidays (usually 8).

Probation period: 6 months. Benefits may be offered at a reduced level during the probation period.

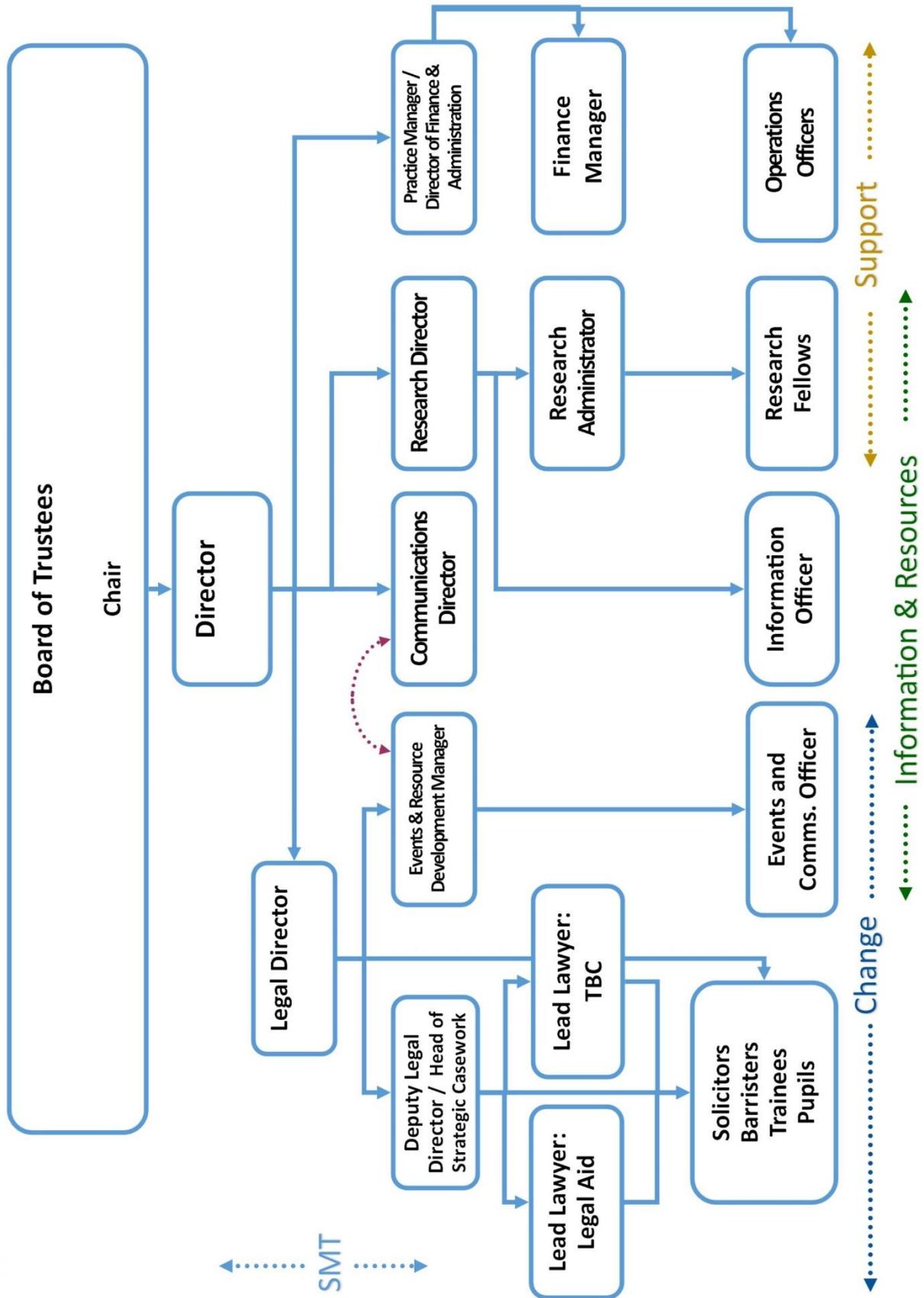
Payment method: Payment is made by electronic transfer on or shortly before the 15th of each calendar month covering payment for that same calendar month.

Flexible working:

PLP is a family friendly employer. We are open to flexible working arrangements including those that will enable the post-holder to accommodate their care responsibilities.

PLP employees may be requested to attend occasional evening meetings. However, PLP recognises that post holders may have other commitments and seeks to be as flexible as possible in this regard. In addition, reasonable notice will be given of such commitments outside normal working hours where possible, and time off in lieu may be taken by arrangement.

These details are provided for information only and do not form part of an employment contract or job offer.



Job Description: Operations Officer

PLP Operations Officers provide PLP with effective financial, office, personnel and technical administrative operations.

The role is line managed by the Practice Manager and works closely with other Operations Officers and the Finance Manager.

Primary Duties and Responsibilities

The following is an illustrative but not exclusive list of the primary duties and responsibilities of the role:

Human Resources

- Drafting contracts and other personnel letters and documents.
- Maintaining accurate leave records and liaising with payroll staff.
- Maintaining and producing reports on equal opportunity monitoring data.
- Collecting and maintaining personnel records
- Assisting with the administration of recruitment.
- Assisting the Director of Finance and Operations to review and develop policies.
- Playing an active role in promoting and maintaining the wellness and well-being of PLP staff.

Office and premises

Supporting the day-to-day effective operation of the charity including:

- Supporting the management of PLP's premises including contractors and ensuring repairs and maintenance works are attended to promptly.
- Ensuring PLP's office premises offer a conducive work environment to the needs of the staff team.
- Handling outgoing post and couriers.
- Responsibility for maintaining stationery and other office supplies.

Information technology

- Ensure that all PLP information technology resources work efficiently and are promptly set up, maintained or repaired.
- Assist with the induction and basic training of staff in the use of PLP IT and procedures
- Support staff trouble-shooting common IT problems that arise escalating to PLP's external IT support as appropriate.

Information management

- Supporting the Director of Finance and Operations discharge their data protection duties including the documentation and destruction of information assets.
- Filing, scanning and helping to maintain accurate and well organised records.
- Maintaining accurate records of archived materials and ordering storage and collection of documents as appropriate.
- Assisting the Director of Finance and Operations to maintain and develop the PLP Office Manual, associated policies and standard operating procedures.

Finances

- Setting up payments.
- Assisting with the management of event bookings.
- Management of petty cash receipts and reconciliation.
- Inputting payments and receipts to the PLP accounting system.
- Identifying and following up debtors.
- Assisting with routine financial administration.

General

- Acting as the first point of contact for email, phone calls and office visitors.
- Support the Director of Finance and Operations discharge their compliance and risk duties.
- Providing PLP with secretariat support including
 - Assisting the management of staff and trustee meetings including the provision of drafting support to prepare agendas, taking minutes, co-ordinating the preparation, collation and dissemination of meeting papers, and managing venue/room bookings.
 - Assisting the Director with travel, expenses and diary management.
- Work with the casework team paralegals and other support staff to request and provide occasional cross-departmental support during busy periods and where staff are unavailable to perform their essential primary duties.
- Undertake other tasks appropriate to role as requested by the senior management team.

Person Specification: Operations Officer

Knowledge, Skills and Competencies	Essential	Desirable
Experience in several desirable areas or a recent graduate degree.	✓	
Proficient with the use of Microsoft Office software.	✓	
Ability to learn intermediate level skills with Microsoft Office and the ability to provide solutions to common technical issues.	✓	
Numerate and able to do simple financial calculations efficiently and accurately.	✓	
Excellent time management skills.	✓	
Good written communication skills.	✓	
Experience in a book-keeping or other financial administrative role and/or a relevant finance qualification.		✓
Experience in a human resources role and/or a relevant qualification.		✓
Excellent IT skills and/or experience in an IT role and/or a relevant qualification.		✓
Experience in data or information administration and/or a relevant qualification.		✓
Experience in an executive assistance, secretarial or administrative role		✓
Demonstrable minute-taking and/or taking dictation skills through training/qualification.		✓

Personal qualities	Essential	Desirable
Team player.	✓	
Discretion to organise and handle confidential information appropriately.	✓	
Attitude conducive to working in a small, charitable organisation including the willingness to take on a wide range of tasks.	✓	
Commitment to equal opportunities.	✓	
Right to work in the UK.	✓	
Commitment to PLP's core values of equality, integrity, expertise and teamwork.	✓	
Willingness and ability to occasionally attend evening meetings where required.		✓

Application process

PLP is an equal opportunities employer. We welcome applications from individuals regardless of age, disability, gender, marital status, pregnancy/maternity, race, religion and belief, sex or sexual orientation.

Candidates may ask for clarification of elements of the person specification and/or the application process, and may discuss any issues that might impact on how they would be able to undertake the work. PLP will not discuss issues that may give any candidate information that would give them an advantage in their application.

To apply please complete the application form along with the two tasks (instructions included in documents), which can be downloaded from <https://publiclawproject.org.uk/join-in/latest-opportunities/>, and send it to hr@publiclawproject.org.uk.

The deadline for applications is 11:59pm Sunday 2 June 2019.

A recruitment panel will be nominated for each vacancy. The recruitment panel will use the completed application form to assess each candidate's ability to meet the essential requirements of the job as set out in the person specification using a scoring system. The highest scoring applicants will be interviewed.

Interviews will be held on Thursday 13 June 2019.

Further information about the interview process will be provided to successful applicants. Interviews will usually consist of at least one practical test of your abilities relating to the role and a standard interview with a panel of at least two people. Please let us know in advance of your interview if you have a disability which may interfere with your ability to take part in a test and PLP will make reasonable adjustments to ensure the process is fair to all applicants.

Interview questions will be decided in advance based on their relevance to the job description and person specification and scored separately by interviewers. A score sheet will be set in advance, interviewers may only use information from the application form, the interview and any other assessment methods to inform their score.

Applicants who have a disability should note that our current building is located over four floors and regrettably has no lift facilities. If you have a disability which you think may interfere with your ability to do the job as described, please let us know and PLP will make reasonable adjustments both at interview and on appointment.

PLP keeps assessment records/notes for all applicants, whether shortlisted or not, for 12 months. They are stored securely and then destroyed securely after the above period.

All short-listed candidates shall be notified of their selection decision and can obtain feedback from the assessment if they request it. All such requests are dealt with by the Practice Manager who may pass them on to the relevant person if applicable.

Equality statement of intent

As an employer, PLP will treat all employees and job applicants equally and fairly and will not unlawfully discriminate against them. This also applies to volunteers, interns and anyone undertaking work experience with PLP. Our commitment to equal treatment extends to arrangements for recruitment and selection, terms and conditions of employment, access to training opportunities, access to promotion and transfers, grievance and disciplinary procedures, demotions, selection for redundancies, dress code, references, work allocation and any other employment related activities. Specifically, PLP will endeavour to ensure that:

- I. Whenever practical, we will recruit and maintain a workforce which broadly reflects the diversity of the community in which we operate and serve. We will ensure that the style and content of our job adverts and recruitment materials convey this commitment, and always includes the statement that "The Public Law Project is an equal opportunity employer".
- II. Subject to cost, we will ensure that job opportunities are advertised widely and to diverse audiences. Where appropriate, PLP will take positive action measures to attract applications from all sections of society and especially from those groups which are under-represented in our workforce.
- III. We treat all job applicants equally and fairly and do not unlawfully discriminate against them. We do this by ensuring that we operate an open and fair recruitment process, and making decisions using selection criteria which do not discriminate.
- IV. We will take every possible step to ensure that employees and volunteers are treated fairly, with the aim of creating a culture that respects and values each others' differences, that is free of discrimination and promotes dignity, equality and diversity, and that encourages individuals to develop and maximise their true potential.
- V. We recognise our continuing responsibility to develop the potential of all employees, removing any barriers, bias or discrimination that prevents progression or full contribution to the organisation's performance. We will ensure that selection for promotion, training or other benefit is free from discrimination of any kind and is based on the employee's experience and abilities and the needs of the job.
- VI. We will make clear to all employees, volunteers and trustees that anyone who works for PLP in any capacity is entitled to be treated with dignity and respect, and that unlawful discrimination, intimidation, harassment and victimisation are disciplinary offences which will not be tolerated by the organisation and may lead to disciplinary action. We will provide clear and accessible procedures allowing allegations of such conduct to be promptly and sensitively investigated.
- VII. We will provide flexibility to employees in relation to work requirements that may significantly impact on their personal needs and responsibilities and we will seek, as far as possible, to foster a culture that ensures an appropriate work – life balance. We also aim to be aware of days of cultural or religious significance that employees may wish to observe in an appropriate manner.

Privacy notice

When you apply for a job with PLP we will need to collect information about you including your employment history and contact details so that we can assess your suitability for the role and inform you about the progress of your application.

Your records will be kept securely whilst we consider your application. If your application is unsuccessful, we will keep your data until 6 months after the decision was made. If successful your recruitment information will be kept for 6 years after your last day working with us.

If you opt to provide equal opportunity data to PLP this will be anonymised and retained only as long as is necessary to record the recruitment decision against the anonymised data and no longer than six months.

We do not share recruitment information with third parties.