



## **JOB PROFILE – Operations Support Officer (July 2021)**

**Status & Hours:** Permanent, 4 days (28 hours) a week

**Reports to:** Head of Finance and Operations

**Location:** London (mostly office-based but some flexibility for remote working)

**Salary:** £27,033 pro rata (i.e. £21,626), rising to £31,339 pro rata (£25,071) in 5 annual increments

**How to apply:** Please complete and submit the application form and equal opportunities form by 9am on Monday 6 September 2021 to [application@jubileedebt.org.uk](mailto:application@jubileedebt.org.uk)

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## **1. About Jubilee Debt Campaign**

### **Our Vision & Mission**

Jubilee Debt Campaign is a UK charity working to end poverty, inequality and exploitation caused by unjust debt. We do this through research, education, and campaigning, based around the principles of solidarity and partnership. We seek to strengthen the global movement for economic justice through everything we do.

Our vision is of a world that is fair, democratic, and sustainable; where everyone has their basic needs met, their human rights respected, and the opportunity to flourish, live a dignified life, and contribute to their community and to society. This is a world where finance and the banks serve the public interest, and where no-one is exploited, oppressed, or driven into poverty by debt.

### **Our Values**

The core values that guide our work are as follows:

#### **1) Justice, Equity & Fairness**

The fundamental values that motivate our work are justice, equity and fairness. We don't believe it is fair that the world is so unequal that some people have to borrow just to put food on the table, or that some countries are so poor they have to take on debt to provide basic healthcare and education to their citizens. We believe wealth and power should be more equally distributed within our society to promote dignity and wellbeing for all.

#### **2) Solidarity & Empowerment**

Our work is motivated by solidarity and empowerment, not charity. We want to abolish the hierarchies and inequalities in wealth and power that make charity necessary. And we believe that the only way to do this is by acting in solidarity with and helping to build the power and leadership of those who are most marginalised and disadvantaged by the current system.

### **3) Courage & Integrity**

The injustices caused by debt in our world are huge, and the transformations needed to our economies to tackle those injustices are equally huge. It is critical to us that we are true to our mission to tackle the root causes of unjust debt. This means acting with courage and integrity, and campaigning for ideas and proposals that are commensurate with the scale of the problems, taking calculated risks as necessary to achieving our goals. We will never give people false hope by over-playing our victories. We are aiming high, and to go far with the people who campaign with us, and we will speak the truth along the way.

### **4) Effectiveness**

We are committed to being as effective as we possibly can be. This means being smart, strategic, focused, and agile: making hard decisions, informed by the best available information, and making the best use of our resources to achieve change. Our agenda brings us up against some powerful and wealthy vested interests, and our work relies on the generosity of thousands of dedicated supporters. Our commitment to our mission and to our supporters means we constantly strive for ongoing improvement.

### **5) Collaboration**

Jubilee Debt Campaign has a critical role to play in tackling the problems caused by debt, but we are only ever going to be part of the solution. We see ourselves as part of a global movement for justice, equity and sustainability. We are committed to working in collaboration with those who share our values and goals, and in helping to broaden and strengthen the movement so that our collective work is bigger than the sum of its parts.

### **6) Dignity, Kindness & Compassion**

We are committed to treating everyone who comes into contact with our work with dignity, kindness and compassion. We will always seek to reach out to the best in people, to listen, to educate, and to learn. We believe this is how we will most be able to effect positive change.

### **Structure, Approach & Impact**

Jubilee Debt Campaign is governed by our Board of Trustees according to our Memorandum and Articles of Association, as a charitable company limited by guarantee. We have a small, highly-skilled team with an agile, creative, and flexible approach; a network of local activists across the UK; a growing community of online activists; and a strong network of allies in the UK and around the world.

We operate a highly participative approach to strategy development, planning and decision-making. All team members are involved in the development of our overall organisational strategy and plans.

We see strong and lasting alliances within our sector and beyond as critical to the realisation of our aims. We take a highly collaborative approach, with an emphasis on building, broadening and sustaining informal and formal networks and alliances around shared values and goals.

All of this adds up to a big impact, relative to our size. Key victories in recent years include:

- \$130 billion of debt cancellation for developing countries between 2000 and 2015 as part of the global Jubilee campaign
- An Act of Parliament in the UK protecting 40 poor countries from being sued by vulture funds in UK courts in relation to loans given before 2004
- A set of UN principles on fair and transparent sovereign debt restructuring
- \$100 million of debt cancellation for Ebola-affected countries in 2015

- A cap on interest rates and charges for UK 'rent-to-own' products, saving £22.7 million for vulnerable consumer credit customers
- \$5.3 billion of developing country debt payments suspended, and \$500 million cancelled in response to Covid.

We have three priority thematic areas under the current strategy:

1. The new public debt crisis in the global South
2. The UK's household debt crisis
3. Debt and climate change

In 2020 we had to urgently re-evaluate and relaunch our two major campaigns in response to Covid, and both campaigns are in full flow with major opportunities expected in 2021-22.

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## **2. About you and the role**

Jubilee Debt Campaign is recruiting to a new Operations Support Officer role to provide administrative support across all our campaigns and operations and to help develop the effectiveness of a small but growing campaigning organisation.

Highly organised, personable and motivated, you're equally comfortable updating a complicated spreadsheet or engaging with our supporters on the phone. You are also interested in how systems can improve the effectiveness of a small organisation. Your organisational and people skills will be key to helping us drive forward inspiring and impactful campaigns as we embark on an exciting new phase in our organisational development, having doubled in size in under two years.

Reporting to the Head of Finance and Operations and also working closely with the supporter engagement team, you will play a pivotal role in the smooth functioning of our office in general, and particularly our finance and data processes.

We are looking for someone with some relevant administration experience, but a positive and flexible attitude and good attention to detail will be equally important.

Although this is an administrative support role, you'll find yourself working at the heart of a dynamic team and will have the opportunity to learn about the running of a campaigning organisation, as well as the issues that we work on.

Due to the nature of the role, this post is expected to be mostly based in our central London office when it is safe to do so but there will be some flexibility to work remotely for up to two days per week.

We strongly value diversity and welcome applications from applicants from all backgrounds. We particularly encourage applications from people of colour.

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## **3. Role Responsibilities**

The main responsibilities of the Administration Officer are as follows:

### **Supporter Engagement and Data Processing**

- Dealing with supporter enquiries by phone, post and email
- Maintaining and updating supporter contact records on the database
- Recording offline and online campaign actions, donations and material requests from supporters
- Manipulating and retrieving data for mailings and analysis
- Fulfilling requests from supporters for materials and supporting other postal mail-outs

#### **Finance Administration**

- Processing receipts and payments, book-keeping and reconciling bank statements
- Thanking donors and liaising with them concerning issues with regular giving, bounced cheques, etc
- Assistance with preparation of budgets and finance reports

#### **Administrative Support & Office Management**

- Carrying out administrative tasks such as answering the phone, handling post, organising despatch services, booking travel, printing documents and filing
- Maintaining stocks of stationery and office supplies
- Supporting the Head of Operations in ensuring the smooth running of the office
- Providing administrative support to the wider team including at JDC external events when needed

#### **Organisational**

- Supporting cross-organisational planning, including scheduling meetings and taking minutes
- Participating in team discussions on strategy and day-to-day operations and helping with facilitation

## **4. Person Specification**

### **ESSENTIAL**

- At least 1 year's office administration experience, including dealing with telephone and email enquiries
- Commitment to economic justice, anti-oppression and the values and mission of Jubilee Debt Campaign
- Excellent communication and interpersonal skills, on the phone and in writing, and able to interact sensitively with people of diverse backgrounds
- Experience of data entry and processing with a high degree of accuracy and timeliness
- Highly organised and able to manage own time effectively to meet deadlines and take responsibility for delivering tasks and projects without day-to-day supervision
- A positive, can-do attitude and willingness to 'pitch in'
- Ability to work collaboratively as part of a team
- Experience of using spreadsheets to sort and analyse data and a willingness to learn and adopt a range of online tools to improve ways of working
- Willingness to work occasional evening and weekends as required

### **DESIRABLE**

- Experience of campaigning / activism in relation to a UK or global justice issue (for example: on poverty, workers' rights, racial justice, climate justice, human rights, or a grassroots community campaign), either in a voluntary or paid capacity
- An understanding of global / UK economic justice issues
- Experience of book-keeping or financial administration

## 5. Remuneration & Benefits

This is a permanent role being offered on a part-time basis of 4 days / 28 hours per week. Applications for job shares or annualised hours to allow for extra childcare during school holidays will be considered.

Jubilee Debt Campaign is currently working from home, but once it is safe to return to an office you will be required to work at least 3 days per week from our London office. The role may involve occasional work during evenings and weekends.

We offer:

- Pension contributions of up to 7.5% of your salary plus 1% of the average organisational salary
  - An annual leave entitlement of 24 days (6 weeks) per year plus bank holidays pro rata
  - Flexi-time working arrangements outside the core hours of 10am-4pm
  - Access to other benefits including interest-free season ticket loans and tax savings on bikes and home technology equipment via salary sacrifice schemes.
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## 6. How to apply

**Please apply by completing our Application Form and an Equal Opportunities Form. Applications must be submitted by email to [application@jubileedebt.org.uk](mailto:application@jubileedebt.org.uk) by 9am on Monday 6 September.**

If you have any questions about your experience or suitability for this role before applying, please email [application@jubileedebt.org.uk](mailto:application@jubileedebt.org.uk) with your questions or to request a call back.

**Please DO NOT submit a CV;** we will only accept applications submitted on our application form.

Applicants must have the right to work in the UK; unfortunately, Jubilee Debt Campaign cannot sponsor visas for people who do not already have this right.

Interviews will take place on Friday 17 September.

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## 7. Further guidance on your application

These following notes are intended to help you complete the application form. This form is of vital importance as it provides the only information on which we can base our decision as to whether your skills and experience match the needs of the job and therefore whether to invite you to interview.

### A. General

- Remember to complete all parts of the application form. If you think some parts do not apply to you, write 'not applicable' in the spaces provided for your answer.

### B. References

- Remember to check with your referees that they are happy for us to contact them before you nominate them. We will not contact them without informing you.
- You are asked to supply details of referees that cover the last five years of your employment. One should be your current line manager, or your most recent line manager if you are not currently in employment.

- If you are unemployed, your last employer should be named and if you have any voluntary or unpaid experience, e.g. as a member of a committee, you could include the chair of the committee among your referees.

### **C. Employment History**

- Please give details to the nearest month and year of previous jobs held, and account for any gaps in your employment record.
- Some people will have developed many relevant skills through voluntary unpaid work. These details should be included on the form, particularly where the experience has helped you to develop skills and abilities that we have asked for.

### **D. Education or Training**

- In this section please include information about any relevant courses that you have attended, as well as your educational history from A-level (or equivalent) onwards.

### **E. Supporting Statement**

- This section gives you the opportunity to demonstrate why you are suitable for the post. Before completing it, please refer to the Role Responsibilities and Person Specification earlier in this pack.
- In this section of the form it is essential that you set out how your skills and experience meet each of the points in the Person Specification, giving specific examples. This means telling us what you personally did in your role rather than what the team did. It also means giving us concrete examples of where you demonstrated a particular skill, rather than simply saying that you have it.
- We will assess how you meet every criterion in the Person Specification, so it is important that you try to address each specific skill or experience that is listed.

### **F. Criminal Convictions**

- The fact that you have a criminal record does not automatically prevent you from being considered for a job. We will take into account the nature of the offence, when it happened and its relevance to the job. If you are shortlisted, this will be discussed with you at the interview.
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## **8. Equality and Diversity Policy**

Jubilee Debt Campaign is committed to promoting equality and diversity, providing an inclusive and co-operative environment in which all individuals working for and on behalf of the organisation feel respected and able to give of their best. Through the implementation of this policy we seek to:

- Ensure that all staff (current and prospective), volunteers, members of the Board, and other elected representatives and members are afforded equal opportunities regardless of race, colour, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, age, health, gender, gender reassignment, marital status, parental status, caring responsibilities, sexual orientation, disability, socio-economic background, educational background, ex-offender status, or any other inappropriate distinction.
- Promote diversity and equality for persons working for and on behalf of Jubilee Debt Campaign and value input from individuals and groups of people from diverse cultural, ethnic, socio-economic, and other distinctive backgrounds.
- Promote fair and equal treatment for employees in fulfilling their potential, ensuring that no individuals or groups of people are afforded unfair privilege within the working environment.
- Treat all members of staff fairly and equally, irrespective of their length of service, status and number of hours worked.
- Challenge discriminatory practice and less favourable treatment, wherever this is identified.
- Undertake positive action, wherever possible, to encourage greater participation of under-represented groups of people across the organisation.

- Promote an environment free from discrimination, victimisation or bullying in any way or form in relation to all employees and visitors to the organisation.
  - Regard breaches of JDC's Equality and Diversity Policy as misconduct which may lead to disciplinary action.
  - Keep under review all employment practices and procedures to ensure fairness.
  - Keep under review all practices and procedures as set out by the Management Committee and as defined within the Staff Handbook, to ensure fairness and equality.
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**Finally:** Thank you again for your interest in the Jubilee Debt Campaign. We very much look forward to hearing from you.