

Job Description

Title:	Operations Project Officer
Contract:	12 Month Fixed Term Contract (view to extend)
Function/Team:	Operations Team at STOP THE TRAFFIK (STT)
Location:	London
Hours:	Full time, 40 hours per week, inclusive of breaks. (The breakdown of those hours to be by mutual arrangement and to meet the needs of STOP THE TRAFFIK).
Reports to:	Operations Manager
Salary:	£24,007 - £25,870

Equal Opportunities

As a small charity working to disrupt the global business of human trafficking, gathering intelligence, and delivering campaigns and projects around the world, we recognise that our team is strengthened by the knowledge, experience and insights that people from a wide range of backgrounds bring. As a minimum, we expect all applicants to show a demonstrable commitment to equality and diversity.

Summary of the Role

Are you a curious, organised, and solution-oriented individual? Are you interested in building strong systems to help a small charity scale their work and impact?

STOP THE TRAFFIK is seeking a dedicated Operations Officer to support our fast-paced, growing organisation. This person will be a highly organised self-starter, with strong time-management skills and attention to detail; being able to juggle several projects at once at different stages of the process. They will take initiative, be comfortable working under pressure, and meet deadlines with ease and efficiency.

A successful candidate will be pro-active, communicative, and a critical thinker.

STOP THE TRAFFIK is seeking someone that shares our values: collaborative, imaginative, driven, and trusted. STT does not require specific qualifications, rather, candidates must demonstrate previous experience in an environment with transferrable skills to this position.

Summary of Responsibilities

The Operations Officer will be responsible for:

- Finding innovative solutions to organisational challenges as they arise
- Supporting work on financial processing and compliance
- Working across teams and projects providing operational support to varying topics (e.g., campaigns, consultancy work, communications)

- Working with the Operations Manager to evaluate the impact of STT projects across the year
- Managing the office email, responding to requests appropriately
- Managing the office phone
- Drafting group policies
- Onboarding new starters with IT and training
- Supporting management of IT and systems including: Monday.com, Okta, SharePoint, Confluence
- Support in organising group activities, including team socials
- Improving internal processes and procedures to be clear, accessible, and efficient

Person Specification

- Proficient in Microsoft and Excel
- Basic experience in financial processing
- Familiar with digital tools and systems and comfortable learning new ones
- Experience in stakeholder management (or transferrable skills)
- Comfortable writing formal emails, proposals, documents, policies, and similar
- Basic research skills
- Experience developing and implementing solutions to challenges
- Willingness to undergo appropriate checks, including enhanced DBS checks
- Commitment to the safeguarding and welfare of vulnerable people, particularly children and young people
- Legal background or knowledge (desirable)
- Knowledge of human trafficking (desirable)

Personal Qualities

- Pro-active and comfortable taking initiative
- Positive team worker with excellent communication and interpersonal skills
- A critical thinker, comfortable giving and receiving feedback
- Ability to multitask to a high level
- Willingness to share knowledge and adapt processes and tasks in light of learning and evaluation
- Willingness to learn new skills
- Excellent ability to work both independently and in a team
- Open to the concept of agile working, moving between teams and using your skills and voice to support other teams' projects.
- Ability to work under pressure and meet deadlines with ease and efficiency
- Passionate about human rights

Safeguarding Vulnerable Children and Adults

STOP THE TRAFFIK is committed to safeguarding and promoting the welfare of vulnerable children and adults. We expect all staff to share this commitment and to undergo appropriate checks, which may include an enhanced DBS check.

Signed:

Employee		Line Manager	
Print Name		Print Name	
Date		Date	