



Employment Opportunity

Business Support Services Director
INTERNATIONAL JUSTICE MISSION UK
IJMUK.org

Who we are

IJM is the world's largest anti-slavery organisation working to end modern day slavery, human trafficking, and other forms of violence against the poor.

Our mission is to protect the poor from violence by partnering with local officials to rescue victims, bring the criminals to justice, restore survivors to safety and strength, and help local law enforcement build a safe future that lasts.

IJM UK supports this global mission by: raising awareness; raising funds to support our operational work around the world; mobilising a movement of abolitionists across all parts of society, including the Christian Church; and providing thought leadership, leveraging our unique global experience to influence leaders across Government, businesses and institutions.

We are a Christian organisation inspired by God's call to love all people and to seek justice for the oppressed. We protect the poor from violence, without regard to religion or any other factor, and seek to work alongside all people of goodwill.

We have a big vision, big aspirations and a big heart.

Who you are

You will be a dynamic leader, experienced in leading and managing business support functions for either a medium sized NGO or commercial company, to deliver high quality, customer centric and timely support services to both external customers and internal staff. You are a committed Christian with a passion for justice and reliant on God's word and prayer.

Summary Aims of the Role

Lead a central support services team to deliver a high quality, efficient, customer centric service for supporters and staff, covering a wide range of functions, including: Finance; Governance, Risk Management and Compliance; Infrastructure; and other centralised support services.

Listed below are the duties and responsibilities covered by the whole central support services team, so you will be providing leadership and oversight to the following:

Duties and Responsibilities

1. Leadership

- Proactively contribute to strategic development and decision making for IJM UK as a member of the Leadership team.
- Provide analysis and support decision making regarding the financial management of IJM UK, as a member of the management team, which deep dives into financial and operational performance.
- Develop a customer service culture across the Business Support Services team and re-engineer/automate processes to deliver a high quality and efficient support service.
- Be a key point of contact for liaison with IJM Global around all support services responsibilities.

2. Financial Management

- Ensure accurate and timely reporting, including budget setting, management accounts reporting, audits and finalised accounts.
- Provide effective financial controls to prevent fraud, errors and other financial risks.

3. Governance, Risk Management and Compliance

- Ensure effective identification, reporting and mitigation of risk across the organisation.
- Manage the development and/or maintenance of a full suite of IJM UK Policies, aligned with IJM Global policy. UK law and regulatory guidance.

- Ensure adherence to required policies and practices, through training and development and oversight of an internal control framework.
- Provide governance support to the IJM UK Board, including maintenance of company registers and filings with Companies House and the Charity Commission. Attend Board meetings as required.
- Provide timely and effective performance reporting to the Board and Leadership team

4. Infrastructure

- Work with IJM Global Technology Services and external providers to deliver a high-quality IT infrastructure that meets the needs of IJM UK across 4 office locations.
- Continue to develop and ensure effective use of Salesforce CRM system
- Identify and implement IT infrastructure development, including software, to improve efficiency and effectiveness.
- Oversee the licence agreements, health and safety requirements and general premises infrastructure across all 4 sites.

5. Human Resources

- Provide expertise and advice to the IJM Team on all issues relating to HR.
- Ensure compliance with regulatory and best practice recruitment processes.

6. Other centralised support services

- Provide Fundraising, Communications and the Leadership teams with effective data analytics to support communication, fundraising campaigns and informed decision making.
- Provide a cross functional project management function, ensuring projects are delivered on time, to budget and planned outcomes.
- Provide a supporter centred support service for volunteers wanting to engage with IJM
- Provide a quality and timely donor relations administration to thank donors and accurately input information to supporter systems.
- Support the CEO and Leadership team in relation to planning and strategy development.
- Provide effective planning and management of all supporter trips to field offices and external IJM speakers to the UK.

Person Specification

Skills, qualifications and experience

- Bachelor's degree and/or MBA or professional qualification in this area.
- Minimum seven years management experience preferably including experience of central support functions.
- Minimum 4 years proven team leadership experience
- Proven success in delivering cultural and process/systems change.
- Strong analytical, risk and project management skills.
- Preference for candidates with experience of fundraising and/or the customer journey
- Excellent written and verbal communication skills.
- Valid and existing right for employment in the UK.

Critical Qualities

- There is a requirement for the job holder to have a personal commitment to the Christian faith (as defined by the Apostles' Creed) as functions within this role will require knowledge and personal experience of the Christian faith and will be promoting the organisation's Christian identity and spiritual formation practices*.
- The candidate will be expected to respect, uphold and work within IJM UK's Christian Identity.
- Customer service driven and a passion for IJM's goals
- Team player and trustworthy colleague
- Professional in demeanour, with discretion, mature judgment and a servant hearted, customer service orientation.
- Ability to relate cross culturally with a wide range of international constituencies.
- Works well managing multiple projects with deadline pressures.

Position Details

Travel Requirements

- **Limited travel may be required** within the UK, which may include occasional weekends, where time off in lieu (toil) is offered.

Contract and Compensation

- The compensation package is negotiable, comprising a salary plus 6% pension contribution, depending on professional experience. IJM UK is also piloting an additional benefits package (details available on request) and is a positive and fun work atmosphere, offering the opportunity to make a tangible difference in the lives of the global poor.
- The position is based in London.

Application Details

- **Covering letter** of maximum two pages, explaining why you are suitable for and interested in this post. Please demonstrate how your skills, experience and personal qualities meet the requirements of this role and why you are interested about the work of IJM.
- **Curriculum Vitae** with relevant experience.
- **Statement of Christian Faith** up to one-page, describing your faith journey, current spiritual disciplines and how you see your faith as relevant to your involvement with IJM.
- **Closing date for applications: 30 November 2018**

Email: David Westlake, CEO at david.westlake@ijmuk.org

Subject line: Business Support Services Director

**This post is subject to an occupational requirement that the holder be a Christian under Part 1 of Schedule 9 to the Equality Act 2010*