



JOB ANNOUNCEMENT

Administration & Programme Support Officer

Business & Human Rights Resource Centre

Business & Human Rights Resource Centre, a high-impact, global organization serving advocates around the world in the innovative field of business & human rights, is seeking a dynamic professional to provide critical administrative and programme support to our global team which includes staff and senior management in New York and London, and researchers in every region.

Based in: London headquarters

Reports to: Deputy Director

Salary: £24,300 per year starting salary, plus 5% pension

Closing date for applications: 11 January 2017 (5:00pm GMT)

Interview date: 19 January 2017

Applicants must have:

- the right to work in the United Kingdom (must have this before applying)
- minimum 2-years' experience running administration of an office
- excellent English-language skills

To apply: Download and complete the application form [from our website](#), and send it by email to Alex Janczenia: janczenia@business-humanrights.org with 'Administration & Programme Support Officer' in the subject line. The application form is required; we do not accept CVs.

THE ORGANIZATION

Never before has the private sector's influence over people's lives been so great.

We are a global organization, providing information and action in eight languages. Our purpose is to:

- **Empower Advocates:** We amplify the voices of the vulnerable, and human rights advocates in civil society, media, companies and governments.
- **Strengthen Corporate Accountability:** We help communities and NGOs get companies to address human rights concerns, and provide companies an opportunity to present their response in full.
- **Build Corporate Transparency:** We track over 6800 companies' human rights performance – their advances and abuses.

We have 37 team members, based in every region of the world. The Administration & Programme Support Officer will be an integral part of the Global Team.

Business & Human Rights Resource Centre is the only organization using the internet to track and publicise the human rights and environmental impacts (positive and negative) of more than 6800 companies worldwide. Mary Robinson, former UN High Commissioner for Human Rights and President of Ireland, chairs its International Advisory Network of 70 experts. Twenty-three leading academic institutions comprise the Centre's Academic Partners.

The Resource Centre has helped define the growing field of business & human rights. It has put companies in all regions on notice that their human rights conduct is being watched. It has drawn attention to corporate abuses in all countries, and provided increased recognition to those companies taking positive steps to promote human rights. The Centre is widely respected for being fair, constructive, and truly global in its perspective; a *Financial Times* article about its work is headlined, "[A Fair Approach to Human Rights](#)."

THE POSITION

The Business & Human Rights Resource Centre's Administration and Programme Support Officer will play a critical administrative role in the organization's London headquarters, and across our Global Team. He/she will enhance the organization's administrative efficiency, and will carry out the Centre's dissemination via email and social media of job announcements, press releases, bulletins, event invitations and other announcements.

RESPONSIBILITIES

Office Administration:

- Act as focal point within the London office; handle telephone and email queries; greet visitors; take incoming post and other deliveries.
- Coordinate recruitments for the organization. This includes responsibility for placing advertisements and disseminating the job announcement as widely as possible in the relevant countries; processing and reviewing applications; liaising with successful and unsuccessful applicants throughout the recruitment cycle; arranging and assisting interviews.
- Maintain supplier contract records, annual leave and sickness records for all staff and ensure office calendar is kept up-to-date.
- Manage filing systems and maintain supplies of stationery, business cards, IT equipment and office sundries.
- Photocopying, printing and scanning various documents. Prepare folders of information for colleagues to take to meetings and on missions.

Support to Management and Programme Staff:

- Assist with induction of new staff and help train, supervise and support interns.
- Assist with regular updating of certain parts of the website, with particular responsibility for company sections and business & human rights-related job postings and events. If time permits, assist with identifying items on the internet that should be linked to the Resource Centre website.
- Work with colleagues to compile and edit the Weekly Update newsletter, Resource Centre briefings and internal documents. This includes responsibility for drafting and preparing content; collating contributions from others; formatting; proof reading; and checking hyperlinks.
- Analyse and draft report for Management team on quarterly and annual Key Performance Indicators (KPIs).
- Assist with fund-raising and/or communications when necessary.
- Assist colleagues with general IT issues and website queries.
- Undertake additional tasks, in consultation with the Deputy Director, that are necessary for the effective operation of the organization.

Dissemination of Product/Content:

- Build global contact lists for dissemination of press releases, announcements, invitations to events, etc; research new contacts and ensure existing lists are kept up-to-date; disseminate, via email and social media, press releases, announcements, bulletins, invitations, etc; assist with upgrading the organization's entire contact management system.
- Help organise events; disseminate invitations, keep track of RSVPs; print name tags; etc.

Personal Assistance to Executive Director

- Assist with booking travel and accommodation, diary & email management, scheduling of meetings, etc. mainly for Executive Director, and also for other Global Team members and board members as necessary.

PERSON SPECIFICATION

Qualifications:

Required:

- The right to work in the United Kingdom (must have this before applying)
- A minimum of 2-years' experience running administration of an office
- Fluent English: reading/writing/speaking and accurate spelling, punctuation and grammar
- Strong organizational prioritization, and time-management skills, including managing many diverse tasks and working under pressure in a busy, fast-paced environment
- Computer proficiency in Windows Operating systems, Microsoft Office
- Strong communication skills, including ability to deal with a wide range of contacts in a professional manner, and disseminate messages/announcements via email and social media
- Strong attention to detail, accuracy and consistency, including editing skills and proof reading
- Experience in successfully carrying out labour-intensive, routine but important tasks; ability and willingness to do significant amount of data input onto contacts databases and website
- Ability to use own initiative, and work independently within agreed framework and to deadlines
- Ability and willingness to work collaboratively as part of a global team, and ensure effective communication across geographical distances and language differences
- Search skills, including searching and identifying relevant contacts, articles and reports, and seeking out hard-to-find information
- Discretion and confidentiality in handling sensitive issues
- Interest in and commitment to promoting human rights, and a willingness to support the aims of the organization

The following are desirable, but not essential:

- Knowledge of languages other than English
- Previous work or volunteer experience in an NGO/non-profit that works on human rights, labour rights, development, environment, or other social issues
- Advanced IT skills, including experience working with content management systems and/or familiarity with HTML.
- General knowledge of international social & environmental issues

TERMS AND COMPENSATION

- This is a full-time position (35 hours per week)
- £24,300 per year starting salary, plus 5% pension
- 24 vacation days per year
- Opportunity to play a central role in an enthusiastic and international team

Further information is on our website: www.business-humanrights.org.