

IT OFFICER

Job description

Location	London (two days in the office)
Hours	Full time: 37.5 hours/week
Reports to	Business Operations Manager
Start date	As soon as possible
Application deadline	3 rd November 2024

About the Freedom Fund

The Freedom Fund (www.freedomfund.org) is a leader in the global movement to end modern slavery. The Freedom Fund works to combat many different forms of extreme exploitation, including forced labour, sex trafficking, forced marriage, and the worst forms of child labour. The Freedom Fund:

invests in those countries and sectors with the greatest incidence of modern slavery.

analyses which interventions work best and shares that knowledge.

brings together a community of activists committed to ending extreme exploitation and empowered by the knowledge of how best to do so.

generates funding by demonstrating how effective interventions can protect those at risk of being exploited and free those in situations of exploitation.

In its first ten years, the Freedom Fund has supported over 174 organisations across countries in Africa, South America, South and South-East Asia.

About the position

This is an exciting opportunity for an ambitious individual to increase the effectiveness and impact of a non-profit working to improve the lives of millions of the most vulnerable people around the world.

This position is based in London but supports the Freedom Fund globally (approximately 85 staff across ten countries). Reporting to the Business Operations Manager, the IT Officer will be responsible for the day-to-day management of the Freedom Fund's IT environment - providing technical support on existing and new infrastructure and software; troubleshooting issues and providing internal IT support for system users. The post holder will also advise on updates to the Freedom Fund's IT and cyber security policies and processes and lead on the project to consolidate IT programs under Microsoft 365.

The successful candidate will act as a point of contact between the organisation and external service providers (e.g. Microsoft, Zoom, etc) for day-to-day operational activities.

Responsibilities

Internal IT support

- Serve as the in-house IT support for the global organisation (approximately 85 staff members over 10 countries), providing ongoing IT support and troubleshooting for all staff.
- Set up and onboard new starters, training new staff on all core organisational IT systems and policies.
- Support the administration of key IT systems such as Business Central (our accounting software) and Salesforce (our customer relationship management and grant management system).
- Work with all departments to ensure they are sufficiently and appropriately equipped with IT resources and that there is consistent maintenance and management.
- Manage all physical IT assets and infrastructure and ensure the Asset Register is kept updated.
- Support the Business Operations Manager in delivering new technologies and services and in identifying working processes or policy improvements.

IT Infrastructure and Cyber Security

- Administer an ongoing IT project - moving away from a range of programs including Gmail, Dropbox, Zoom and Slack towards a consolidation of programs under Microsoft 365, adopting M365 Outlook, SharePoint, Teams and Engage.
- Design and run training for Freedom Fund staff on how to use all Microsoft 365 programs, secure communications and cyber security
- Liaise with external IT service providers
- Support the Business Operations Manager in ensuring that the organisation is adequately protected from cyber security threats, including maintaining anti-virus software
- Support the Business Operations Manager in ensuring the organisation has the correct data security measures and storage mechanism in place to protect internal and external personal data, in accordance with local legislation – including data protection legislation.
- Assist the organisation in the safe storage and monitoring of data, including required retention and eventual disposal of personal data
- Provide plain language advice to management on IT risks and mitigation strategies

Policy and compliance

- Assist the Business Operations Manager in periodic IT audits
- Ensure IT systems, policies and procedures are both legally compliant and adhered to by staff
- Ensure IT assets and data are appropriately protected in any agreements with third parties
- Assist the organisation in the implementation of its data protection policy, abiding by the UK Data Protection Law

Qualifications and experience

Essential

- Entitled to work in the UK without work permit sponsorship from the Freedom Fund
- Proven track record of implementing new IT processes and policies in an organisation
- Experience of providing guidance and support on IT and cyber security matters across an organisation

- Experience of both Mac and PC support
- Comfortable providing support on Google Workspace, Microsoft Office 365 (OneDrive, SharePoint, Outlook, Teams) Slack, Dropbox and Zoom
- Up-to-date knowledge of data protection regulations and best practice
- Outstanding written and verbal communications skills in English, ability to use 'plain English' in explaining complex concepts and to present information in succinct ways
- Prior knowledge of UK Data Protection/GDPR laws and their implementation from an IT perspective a plus.

Personal attributes

- Excellent verbal and written communication
- Strong project management skills
- Strategic thinker with ability to bring structure in the development of new concepts
- Problem solving, logical troubleshooting and analytical skills
- Flexible, "can-do" attitude
- Ability to work independently, displaying strong initiative in solving day-to-day problems with limited direction

Compensation

- £43,341 to £44,481 per annum
- 10% non-contributory pension scheme.
- 25 days holiday pro rata, plus public holidays.

Application procedure

Applications should be submitted in English and include a CV, cover letter (maximum one page), and contact details of two professional referees, one of which must be the applicant's current / most recent line manager or current / most recent Head of HR. If professional referees are not applicable, personal references are welcomed, providing they are able to speak to the strengths listed in the above description.

Please send applications by email in PDF format to jobs@freedomfund.org, including 'IT Officer' in the subject line before **6.00 PM (UK time) on 3rd November 2024**.

Please note that only candidates selected for further consideration will be contacted. No phone calls please. **No agencies please.**

The Freedom Fund is an equal opportunities employer. In line with our values of respect, agility, and excellence, we value the strength of a diverse workforce and strongly encourage applications from people with disabilities, Black, Asian, Indigenous or Minority Ethnic backgrounds, LGBTQ+ and from different socio-economic backgrounds. Applicants must be eligible to work in the London office. The Freedom Fund will aim to meet candidates' access requirements throughout the recruitment process. If this is applicable, then please notify us.

The Freedom Fund is committed to the importance of meaningful survivor inclusion and leadership. As such, particular consideration will be given to applicants with lived experience of trafficking and/or forced labour.

The Freedom Fund offers any candidates with lived experience of trafficking and/or forced labour the opportunity to have an informal and confidential pre-application chat with a member of our team to discuss suitability for the role as well as any reasonable adjustments that may be needed for the recruitment process. This conversation is intended to provide support to the candidate and will not have any negative impact on the recruitment process. Please get in touch at jobs@freedomfund.org

Background checks

As part of our commitment to the protection of children and vulnerable people in our work, any offer of employment with the Freedom Fund will be subject to satisfactory pre-employment checks to ensure we recruit only those who are suitable to work with children and vulnerable persons. These checks include Disclosure and Barring Service and/or International Criminal Records Checks, satisfactory references, proof of eligibility to work in the national location of this role and checks against the Office of Foreign Assets Control data list (OFAC) which highlights any connections to terrorism or trafficking.

At the Freedom Fund, we are conscious that some candidates may have criminal records resulting from their experience of trafficking and/or forced labour. Applications from individuals with a criminal record, or who have been formerly incarcerated are accepted. We welcome a confidential conversation on this as part of the pre-application chat noted above or at the point of an offer being made.

Any offer of employment or consultancy with The Freedom Fund will only be made following successful background checks conducted on the applicant. Such checks may be updated periodically during the period of employment or consultancy. Initial checks will only be undertaken at the point of a job offer being made, and always with the prior permission of the candidate.