



## Job Description: IT Officer (12 Months)

LOCATION: HYBRID WORKING – WITH TWO DAYS IN THE LONDON OFFICE

REPORTING TO: SENIOR HR AND OPERATIONS MANAGER

START DATE: ASAP

PART TIME: 18.75 HOURS PER WEEK

FIXED TERM CONTRACT OF 12 MONTHS

### About the Freedom Fund

---

The Freedom Fund ([www.freedomfund.org](http://www.freedomfund.org)) is a global fund with the sole aim of helping end modern slavery.

We are a catalyst in the global effort to end modern slavery, working in the countries and sectors where it is most prevalent. We invest in and partner with organisations and communities on the frontlines of ending exploitation.

By partnering with those at risk of modern slavery as well as visionary investors, governments, and anti-slavery organisations, we bring together the knowledge, the capital and the will needed to dismantle the systems that allow slavery to exist and thrive.

Through our investments and support, we aim to shift power, so that frontline organisations and communities can shape and drive the change required to bring modern slavery to an end.

In its first eight years, the Freedom Fund has supported over 140 organisations in Bangladesh, Brazil, Ethiopia, Indonesia, India, Kenya, Myanmar, Nepal, and Thailand.

### 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 supports the Freedom Fund globally. Reporting to the Senior Manager of HR and Operations, the IT Officer will be responsible for troubleshooting issues and providing internal IT support for system users, supporting the Freedom Fund's IT processes, and providing technical support on existing and new infrastructure and software.

The successful candidate will act as point of contact between the organisation and (internal & external) support services for day-to-day operational activities, this role will support the delivery of technology solutions, coordinating with core service providers to ensure continuity of service.

**Due to the international nature of the Freedom Fund, it is expected that the part time hours will be spread over five days, and include both mornings and afternoons (e.g., Monday morning, Tuesday afternoon etc). We expect to negotiate mutually convenient hours with the successful candidate and will be willing to discuss hours that work around other commitments such as study or childcare.**

## Responsibilities

---

### Internal IT support

- Serve as the in-house IT support for the global organisation, providing IT troubleshooting for all staff.
- 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.
- Set up and onboard new starters, training new staff on all core organisational IT systems.
- Support the administration of key IT systems such as Business Central (our accounting software) and Salesforce (our Customer Relationship Management software).
- To ensure that approaches used to deliver new technologies and services are creative yet practical and founded on research and understanding of organisational requirements. Identify working processes or policy improvements and propose changes to the Senior HR and Operations Manager.

### Grant Management System Support

- Support the implementation of our Grant Management System, providing technical assistance and on-going administration.

### Infrastructure and Cyber Security Implementation

- Review existing IT audit - infrastructure, systems, and procedures, and make recommendations for adopting secure practices to meet the strategic needs of the Freedom Fund.
- Work alongside an external consultant to support the technical implementation of new infrastructure.
- Design and run ongoing training for Freedom Fund staff on secure communications and cyber security.

## Qualifications and experience

---

### Essential

- Experience of providing IT support to an organisation.
- Experience of both Mac and PC support.
- Comfortable providing support on Google Workspace, Slack, Dropbox, Zoom, Teams, and Microsoft Office.
- Outstanding written and verbal communications skills in English, ability to use 'plain English' in explaining complex concepts and to present information in succinct ways.
- Entitled to work in the UK without work permit sponsorship from the Freedom Fund.

## Personal attributes

---

- Excellent verbal and written communication
- You will have problem solving, logical troubleshooting and analytical skills
- Strong project management skills
- Flexible, “can-do” attitude
- Ability to work independently, displaying strong initiative in solving day-to-day problems with limited direction.

## Compensation

---

- £31,964 - £32,783 per annum pro rata (£15,982 - £16,397 actual)
- 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](mailto:jobs@freedomfund.org), including ‘IT Officer’ in the subject line by **Monday 25<sup>th</sup> September 2023 at 9.00am BST**.

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, or Minority Ethnic backgrounds, LGBTQ+ and from different socio-economic backgrounds. Applicants must be eligible to work in London. 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 human trafficking and/or forced labour.**

The Freedom Fund offers any candidates with lived experience of human 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](mailto: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 human 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.