



Job Description: Associate Manager, HR, IT & Operations

Role summary

ISEAL Alliance is seeking to fill the role of Associate Manager, HR, IT & Operations. ISEAL is the global membership association for sustainability standards that includes many of the leading eco-labelling and certification schemes in the world as its members. We are an evolving and dynamic organisation with a small London-based staff and a handful of remote staff in Europe and North America. Please find out more about us on our website at www.iseal.org.

Reporting to the Director, Finance and Operations, the Associate Manager, HR, IT & Operations will provide operational support covering the areas of human resources, information technology and office management. This position will help to maintain and further develop existing processes and systems across the relevant areas as well as providing much needed solutions to improve information management and virtual communication tools, which the organisation relies on to operate successfully in its international setting. One of the initial projects will include a review of the current office space and organising a potential office move to different premises.

We are looking for a strong operations generalist who combines a passion for providing good people management structures with an affinity for systems and processes, and who is happy to carry out regular routine administrative tasks as well as thinking creatively about solutions. The ideal candidate will excel at building relationships and trust across all levels of an organisation, and will be familiar with the reality of working in a small but growing organisation.

This role offers an exciting insight into an ever evolving sector and the opportunity to work as part of a friendly, ambitious team passionate about making a positive impact on peoples' lives and the environment through effective approaches to sustainable production.

Responsibilities:

HR Management and Administration

- Further develop, update and facilitate use of staff orientation materials and procedures. Induct new staff on HR and IT issues
- Administer, coordinate and update performance review, salary and benefits procedures/records for all employees (in UK and abroad)
- Coordinate structured approach to staff learning and development
- Provide support and guidance to staff in line management roles

- Serve as the go-to person on staff regarding HR topics
- Become a proactive champion for ISEAL's supportive organisational culture
- Coordinate support of a dedicated external HR consultant where appropriate, incl. recruitment, review and updating of HR strategy & policies and annual staff satisfaction survey
- Ensure compliance with all laws relating to employment
- Maintain all personnel and HR records

Manage efficient office operations

- Identify, design and implement operational systems to meet ISEAL's evolving needs
- Develop and communicate policies and procedures for daily office operations and facilitate innovative approaches to space utilisation and working methods
- Manage office services, facilities and resources such as telephones, mobiles, printers, cleaning, safety etc.
- Support project management systems and contractual procedures

Develop forward thinking information management systems

- Maintain and optimise existing information management and IT systems and procedures
- Identify, and implement new information management and IT systems and procedures to meet ISEAL's evolving needs
- Orient and guide all staff in information and IT systems implementation
- Troubleshoot IT issues, in conjunction with external support agency
- Coordinate IT hardware and software procurement, management and maintenance through external support agency
- Review, improve and oversee implementation of relevant resources for facilitating virtual meetings
- Develop and manage appropriate budget

Other

- Serve as an active member of the Finance & Operations team by participating in team meetings, providing input to strategy and plan development, and supporting the team and contributing to team activities as additional needs arise.
- Keep ISEAL colleagues apprised of developments in own area as appropriate
- Contribute to staff meetings, and other internal meetings with appropriate content, views and suggestions
- Fulfil requirements of internal staff management processes including performance reviews, supervisory meetings, etc
- Take on a limited number of tasks to support other teams at ISEAL, if requested to do so by the Director of Finance & Operations

Essential Attributes / Skills /Knowledge
<ul style="list-style-type: none"> • Degree and/or other qualification in relevant field; • Experience in providing a similar support function in a small, similar minded organisation • Proven experience in effectively delivering administrative and logistical tasks relating to HR, IT systems and office management

<ul style="list-style-type: none"> • Solid experience in administration and implementation of HR procedures and processes • Experience in managing external consultants and providers • Proficiency in common IT applications including virtual communication tools (e.g. Skype, Gotomeeting etc) • Affinity to setting up, reviewing and optimising processes and information management systems • Ability to think ahead and take appropriate action/make relevant suggestions for improvements • Ability to build and maintain trust with colleagues and partners • Flexible and proactive approach to dealing with a remit crossing a number of disciplines • People oriented, with good listening skills and ability to put others at ease • Affinity for sustainable production and consumption issues
<p>Other desirable attributes</p>
<ul style="list-style-type: none"> • CIPD qualification or working towards it • Experience in international setting

Other Relevant Information:

Term:	This is intended as a long term position with an initial contract of one year
Salary band:	£35,000-43,000 depending on experience
Working Hours:	37.5 hours per week
Status:	Candidates should be eligible to live and work in the UK. Evidence of this required
Location:	This position will be based in ISEAL's London head office
International Travel:	The post holder may be required to undertake occasional international travel including overnight stays.
Annual Leave:	25 days per annum (including office closure between Christmas & New Year)
Equal Opportunities:	The ISEAL Alliance strives to be an equal opportunities employer and commitment to this process is expected.
Ideal Start Date:	ASAP

How to Apply:

Interested candidates should submit a current CV and a statement explaining how they meet the selection criteria for the position to recruitment@isealalliance.org, quoting the job title "Associate Manager, HR, IT & Operations". Specific enquiries about this role and the application process can be sent to the same e-mail address.

The deadline for applications is 12 April 2016, noon (GMT). Initial informal telephone interviews will be carried out w/c 18 April and in person interviews at our London office will take place w/c 25 April in our London office. We regret that we will only be able to contact short-listed candidates.