

Job Description Operations Manager



Job Title / Operations Manager

Location / Washington D.C.

Contract Length / Full time

Start Date / ASAP

Salary / \$70,000 - \$85,000 depending on experience

Moonshot believes that marginalized people in society — including minority ethnic people, people from working class backgrounds, women, Disabled and LGBTQIA+ people — must be centered in the work we do. We strongly encourage applications from people with these identities or who are members of other communities who are currently underrepresented in our workforce. We know a diverse workforce will enable us to understand drivers behind violent extremism and online harms in an in-depth way and do better work to counter them.

About this role

Moonshot, an organization established in the UK to end online harms, is currently establishing its first US office in Washington D.C. We are recruiting an Operations Manager who will be responsible for all aspects of setting up and running the office and operational processes that will underpin the success of our US team. This role will report into the Director of Operations based in London, and will be responsible for management of the DC office and equipment, support on HR, recruitment, and financial processes.

This is an opportunity to build the Moonshot office from the ground up, ensuring we provide an environment that is both secure and enjoyable to work from. The HR and recruitment responsibilities of the position will also mean you'll play a critical role in ensuring we build a strong and supportive team.

Responsibilities will include:

Office Management:

- Ensuring the smooth day to day running of the office, including management of key team documents, office supplies, IT systems, vendor relationships, liaison with the building management team, and health and safety.
- Supporting the design and expansion of the office, including furnishing, maintenance, secure storage, and upkeep of all company assets so that our workspace is both secure, functional and inviting for both our staff and guests.
- Budget management and oversight of expenditures for day to day office management.
- Oversee the sourcing, installation and maintenance of security systems.
- Support digital and physical security measures including training for the team.
- Implement Health and Safety policies and processes.
- Identify and implement new systems for office functions.
- Providing general administrative and project support to the wider team including authorising and processing the booking of travel and accommodation, couriers, mailings and meeting logistics.

Financial Processes:

- Support bookkeeping and financial administration, including invoice and expense processing, payment set up, and weekly coordination with the UK Finance team.
- Support the payroll process by organizing payroll changes in the HR system, and ensure they are processed correctly for every employee each pay period.
- Work with the UK Finance team on creating reports, and financial summaries, specifically tailored to the US team.

HR & Recruitment:

- Support recruitment of staff and consultants through advertising positions, arranging interviews and other assessments, and performing pre-employment due diligence.
- Onboarding new staff, including providing pre-employment information, collecting and recording all necessary personal information, conducting induction activities and coordinating onboarding training.
- Maintenance of HR records, including contracts, financial information, training records and ensuring checks on the right to work in the USA are performed.
- Coordinating offboarding activities.

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Requirements:

Essential:

- Highly trustworthy and organized.
- Patient with excellent written communication, interpersonal skills and attention to details.
- Experience in designing and managing effective administrative systems.
- Experience in selecting vendors and managing vendor relationships.
- Demonstrated experience of working with sensitive data or documents.
- Experience of bookkeeping or supporting financial processes, including the use of account management systems.
- Experience of supporting HR and recruitment functions.
- Experience of working autonomously.
- A commitment to Moonshot's mission and vision.
- In addition, we require and will check on candidates' eligibility to work in the US. Candidates will be expected to undertake and pass any relevant security clearance procedures per the needs of clients.

Desirable:

- Experience working with a startup.
- Solid knowledge of US employee relations processes and relevant employment legislations.
- Experience working with a company where security threats are common and risks must be managed carefully.
- Experience working for a multinational company in a role requiring regular communications with offices in other countries.

About Moonshot

Moonshot is a social enterprise which specializes in disrupting and reducing online harms across the globe. We currently operate in more than 28 countries across different forms of violent extremism, disinformation, and other public safety issues, such as gender-based violence. We use data-proven techniques to ensure our clients respond effectively, and our work ranges from targeted intervention programmes, software development and digital capacity building, to leading global counter-messaging campaigns, and monitoring and evaluation.

We do this through:

- Finding new ways to reach individuals at risk of involvement in violent extremism and other forms of violence.
- Working across different violent extremist ideologies and public safety issues.
- Collaborating with partners and working for clients including governments, NGOs and private sector organizations from across the globe.
- Building a multifaceted team with a diversity of backgrounds, both professional and academic, including international development, policing, communications, psychology, data science and software engineering.
- Investing in the research and development of new technologies and methodologies to counter extremism, misinformation, and other public safety issues.

Working at Moonshot

We're growing quickly, have big ambitions, and high expectations of our staff. Our dedication to finding effective responses and leading innovation means that our work environment is fast-paced, dynamic and creative. We match this by offering our staff access to a range of learning and development options, scope to advance personal subject-matter expertise, and opportunities for career progression.

Our staff say they value:

Our shared sense of purpose / working as a team to find new solutions to global challenges.

Personal development opportunities / a chance to learn new things and get even better at what you already do.

Our ideas-driven culture / opportunities to work with creativity and autonomy whatever your position in our organization.

The diversity of thought / working with staff from a wide range of personal and professional backgrounds.

Open and collaborative working / being part of a team who support each other to achieve great results.

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Inclusivity

Moonshot values the diversity of our team, and is committed to ensuring our workplace is inclusive. We are determined to ensure that our applicants and employees receive no less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, veteran status, national origin, citizenship, race or colour.

We recognize that our staff have different requirements based on their circumstances, and we are committed to providing a workplace that caters for these, including flexible working time to allow for caring responsibilities and remote working arrangements and work space adjustments to accommodate people with disabilities and other health conditions.

Benefits package:

- Individually-tailored training and skills development package.
- 15 days paid annual leave.
- Private healthcare package, including coverage for partners and children.
- Employee Assistance Programme providing access to mental health support.
- Generous maternity and paternity package.

Application process

To apply for this role, please submit your resume and cover letter. Your cover letter should not exceed two pages and must answer the following questions:

Why do you want to work for Moonshot?

How do you meet the requirements of this role?

Applications without a cover letter will not be considered.

[Click to apply](#)