

Job Description

Operations Manager



Job Title / Operations Manager

Location / Washington D.C.

Contract Length / Permanent

Employment Type / Full Time

Start Date / ASAP

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

Moonshot believes that marginalized people in society – including people of color, 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, providing 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 authorizing 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.

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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 US are performed.
- Coordinating offboarding activities.

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 programs, 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.

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Moonshot Values that drive and guide our work each and every day:

- **Optimism** – We are ambitious and daring about our ability to impact global problems with innovative solutions, and positive about people’s ability to change. We value joy, while pursuing a serious mission.
- **Kindness** – We recognize the unique value of every single member of our team. We care for and support our colleagues, and cultivate a safe working environment for all. We empathize with victims of online harms as well as those at risk of perpetrating them.
- **Authenticity** – We root our work in evidence, and see the humanity behind online harms. We remember the people behind the data points. As we navigate fast-changing trends and increasingly complex environments, we stay true to our mission: one based on creativity, integrity, and hope.
- **Accountability** – We push ourselves to be personally responsible and hold ourselves and others to account in our work; we believe that trust and challenge can co-exist. When we make mistakes, we acknowledge them and find ways to improve. We provide autonomy and opportunity to our team as a pathway to personal growth and collective excellence. We incorporate ethics in all aspects of our decision making.
- **Excellence** – We use our deep regional knowledge and subject matter expertise to deliver high quality work. Where we don’t have the knowledge or skills, we find those who do, and build collaborative partnerships.
- **Equality** – We recognize the harms caused by racial inequality and gender inequality globally and especially in our own sector. We commit to our own ongoing education. We actively take steps to dismantle these, and other forms of inequality, through our internal policies and through the delivery of inclusive, ethical and effective programming.

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 favorable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, veteran status, national origin, citizenship, race or color and any other protected characteristic as established under law.

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 leave per annum plus federal holidays.
- Private healthcare package, including coverage for partners and children.
- Employee Assistance Program 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.

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