Job Description
Operations & Security Manager

moonshot

Job Title / **Operations and Security Manager**

Location / **Washington D.C.**

Contract Length / **Full time**

Start Date / **ASAP**

Salary / **$70,000 - $95,000 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 hiring an Operations and Security Manager as one of the first members of this team, who will lead on all aspects of operations in the US and security globally. It is an exciting opportunity to join a growing international team, and help to build the US operations from the ground up. This role will be responsible for setting up and running the D.C. office, US-based operations, and global digital and physical security. This role will report into the Director of Operations based in London and is supported by the UK Office Manager.

Responsibilities will include:

Operations Management:
- Overseeing and coordinating the set-up of the Moonshot Washington D.C. office, including office space design and fit out, establishment of operational processes, creation of US operational policies, and design and implementation of necessary office functions.
- Ensuring the smooth day-to-day running of the office, including data management and IT systems, office supplies, financial management of office expenses, vendor and building management relationships, workplace safety.
- General support to the wider team, including authorizing and processing travel bookings, couriers, mailings and meeting logistics.
- Assistance with US human resources processes, including recruitment, pre-employment checks and on-boarding.

Security Management:
- Overseeing digital and physical security for Moonshot globally, across its US, UK and Ireland offices.
- Acting as relationship owner with all security-related vendors, including contract management and escalation of issues.
- Conducting regular reviews of vendor performance and cost effectiveness, and fit for changing organizational needs.
- Owning the security risk register, maintaining a log of security breaches and promoting a culture of security within the organization, including through training and awareness raising activities.
- Owning the internal compliance system, including regular and ad hoc tests of digital security, managing access controls, and working in partnership with the Compliance Manager to ensure digital security meets our data management needs.
- Owning and developing digital and physical security policies, ensuring they keep pace with industry standards and best practices, and working closely with project teams to ensure they are fit for purpose. Also overseeing business continuity as it relates to digital and physical security.
- Overseeing physical security, including work spaces, working closely with the UK-based Office Manager, personnel safety via threat monitoring, and travel safety.
- Maintaining Moonshot websites and domains.
- Supporting the Moonshot Tech Team on secure access to internal tools and platforms.
- Maintaining security accreditations (ISO, CyberEssentials Plus) and overseeing internal audit processes.

Job Description
Operations & Security Manager

moonshot

Requirements:

Essential:
- Demonstrated ability to manage security of operations for sensitive and complex global work.
- Experience in selecting vendors and managing vendor relationships.
- Experience of working autonomously.
- Demonstrated ability to assess and manage risk.
- Experience in implementing new digital and physical security approaches to increase capacity, agility and safety across teams.
- Experience managing cloud-based infrastructure across a global organization.
- Experience evaluating software applications and other security solutions.
- Experience in designing and managing effective security systems, processes and policies.
- Highly trustworthy, demonstrating the ability to use appropriate discretion in supporting the organization and its employees.
- Excellent communication and interpersonal skills, including the ability to work with patience and empathy, and tailor communications to different levels of knowledge / experience.
- Highly organized, with the ability to prioritise between various competing priorities while maintaining an attention to detail.
- A commitment to Moonshot mission and ethos.
- 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.
- 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 corporation in a role requiring regular communications with offices in other countries.

About Moonshot
Moonshot specializes in disrupting and reducing online harms globally. 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, nonprofits and private sector organizations globally.
- Building a multifaceted team with a diversity of backgrounds, both professional and academic, including international development, law enforcement, 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 personnel. 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.

Job Description
Operations & Security Manager

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.

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 CV 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?

In addition, the application form will ask you to respond to the following questions:

1. **How have you ensured security practices are embedded within an organization?**
2. **Outline a security solution you introduced to a team or workplace - why was it necessary, how did you approach it, what challenges did you encounter, and how did you address them?**

Applications without a cover letter will not be considered.

Click to apply