

# Job Description

# Principal & Director of Operations



**Job Title** / Principal and Director of Operations

**Location** / London

**Contract Length** / Permanent

**Start Date** / ASAP

**Salary** / £70,000 - £90,000 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 is scaling rapidly across three offices, in London, Washington DC, and Dublin. We are currently recruiting a new Director of Operations to develop and manage the company's global operational systems and processes as we grow.

## Responsibilities will include:

- Develop and lead Moonshot's operational strategy, ensuring the company's operational systems and processes meet its developing requirements, and identifying and managing diverse operational risks.
- Lead Operations and Office Management staff across all global offices, building an effective operations team across international offices.
- Oversee Moonshot's global corporate governance, managing changes in governance as the company grows.
- Develop and maintain plans and processes to respond to business continuity risks (including physical, digital and personnel related risks) and maintain adequate insurance.
- Ensure offices are suitably equipped to provide Moonshot staff with the space and facilities required to carry out their roles safely and effectively.
- Oversee the development and implementation of digital and physical security practices across all Moonshot offices and teams, appropriate to the nature and scope of our work and the requirement for staff to work in high risk locations. This includes overall responsibility for IT.
- Ensure compliance of all Moonshot offices with local legislation, GDPR and other data management requirements, and ISO 27001 and 9001, and maintain company certifications of its quality, security and data management practices.
- Ensure high standards of business ethics are met, in line with Moonshot's values, and that these can be evidenced to clients, partners and other interested parties.

## Requirements:

### Essential:

- Experience of leading the strategic development of operations systems and processes, in an environment of rapidly changing operational requirements.
- Experience leading and managing staff, with consideration for staff cohesion and welfare.
- Evidence of managing diverse operational risks, and planning for business continuity threats.
- Experience developing and implementing security policies and practices, and ensuring compliance across an organisation.
- Experience overseeing physical office space, resourcing and IT infrastructure.
- Demonstrated experience of managing compliance systems, including internal and external tests and audits.

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- Prior experience in a Data Protection Officer position, ensuring compliance with GDPR.
- Candidates will be expected to undertake DBS checks and pass any relevant security clearance procedures per the needs of clients.

### Desirable:

- Experience of working across international offices, particularly those based in the US.
- Expertise in digital security and a strong understanding of the risks faced by Moonshot as a result of the nature of our work.
- Experience in managing physical security concerns.

### About Moonshot

Moonshot is a social enterprise which specialises 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 organisations 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.

**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 recognise 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 empathise 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 recognise 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.

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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, or race.

We recognise 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.
- 30 days paid leave per annum.
- 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. **Outline a time when you were required to rapidly develop operational processes – what did you do?**
2. **Provide an example of a time when you rolled out a compliance or governance process across multiple geographies – what were the challenges and how did you manage competing priorities?**

Applications without a cover letter will not be considered.

## [Click to apply](#)