

Operations and Facilities Manager

Job Description

About Galop

Galop is the UK's LGBT+ anti-abuse charity. Founded in 1982, and have been championing the needs and safety of the LGBT+ community for nearly 40 years.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We run three national support helplines: for LGBT+ victims and survivors of domestic abuse, survivors of so-called "conversion therapy", and LGBT+ people who have experienced hate crime. We provide advocacy services, both in London and nationally, for LGBT+ victims who need longer-term support. We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping our clients decide what is best for them, and then supporting them through their journey.

We use what we learn through working on the frontlines with clients to work for national and local policy change to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research, like our upcoming report into LGBT+ experiences of sexual violence. We push for legislative change, improved statutory guidance for victims, and better understanding of the needs of LGBT+ people around the country.



About the Operations and Facilities Manager role

We are seeking an Operations Manager to oversee the smooth day-to-day running of the organisation. You will oversee the work of our team of administrators and our reception staff, as well as working closely with our external suppliers, to ensure that our IT, data protection, health and safety, systems, and facilities functions are compliant, effective, and fit for purpose to ensure the correct level of support for our work.

Galop has grown quickly in the last few years, and the Operations team are now supporting around 60 staff and volunteers, based both from home and from our central London building. You will work alongside our Finance team to ensure that our suppliers and procurement processes are delivering good value for money. You will ensure that we are able to offer a welcoming, kind space for LGBT+ victims and survivors of abuse and violence.

You will:

- Oversee the smooth running and maintenance of Galop's central London building
- Ensure our systems and digital infrastructure are appropriate, complaint, and secure
- Operate and oversee the internal helpdesk for staff queries
- Manage the operations and facilities budget, ensuring value for money at all times
- Line manage the administrative staff
- Have responsibility for ensuring compliant health and safety policies and procedures are in place, as well as appropriate insurance cover and liaising with the landlord
- Act as our Data Protection Officer, as well as overseeing proper internal data management and being the internal point of contact for administration and development of our CRM (Salesforce)
- Conduct regular reviews of our systems and ensure they remain fit for purpose
- Work closely with the HR Lead to ensure that administration of HR processes are carried out effectively and on time by the administration team
- Ensure strong onboarding and offboarding processes for staff



- Ensure that all processes are well documented and that internal training and briefings on key processes and obligations are carried out, with clear training records
- Any other reasonable duties as required

Due to the nature of the role, it is anticipated that this role will work mostly from the Galop building in central London, but can support one day a week working from home. The role may require some evening and weekend work as needed.

About you

We're looking for someone excellent organisational and interpersonal skills as well as a strong understanding of risk. You'll need to be able to manage multiple competing priorities, have strong research skills, and be able to keep yourself well informed around the LGBT+ and abuse and violence sectors. You'll be a good problem solver and have strong judgment around when to pass up and when to push back. You'll need to have good resilience and self-care, and be prepared to work in an environment where abuse and violence are regularly talked about. You'll need to understand the impact of trauma and how that affects our frontline staff.

The below list is a guide for the kind of skills and experience we'd like you to have – but you don't have to have it all to be considered. We recognise that your experience may be from unpaid roles as well as formal employment. We want to know why you're the right person for this role, not whether you've been given the right opportunities.

Experience and knowledge	Essential (E) or Desirable (D)
Experience of facilities management	E
Experience of managing internal helpdesks	Е
Experience of administering IT and digital systems	Е
Good understanding of Health and Safety legislation	Е
Strong and up to date understanding of GDPR, data protection and privacy laws and regulations	E
Experience of managing budgets	Е
Strong understanding of risk and risk mitigation	E



Experience of administration of a CRM, ideally Salesforce	D
Experience of line management of staff	D
In depth knowledge of LGBT+ experiences, with an	D
understanding of the needs of LGBT+ victims and	
survivors of abuse and violence	
Skills	
Strong project management skills	E
Strong interpersonal and communication skills, both	Е
verbal and written, including the ability to constructively	
challenge	
Ability to problem solve and think creatively	E
Ability to work with multiple competing priorities and to	E
effectively prioritise your workload	
Ability to work well under pressure while remaining	E
strongly detail-oriented	
Ability to pre-empt requirements and challenges, and an	Е
awareness of risk	
Ability to organise and influence others	E
Strong understanding of discrimination and	E
intersectionality	

At Galop, we believe that life should be safe, just and fair for all LGBT+ people, and that includes our staff in the workplace. We believe in equity and understand the importance of inclusion for staff with a wide range of lived experience. No matter your age, race, faith, orientation, gender identity, disability, or class, we want you to feel welcome here. To that end Galop has a multi-year Equity, Diversity, and Inclusion plan in place, currently focusing on equity and inclusion for trans and BAMER members of staff. We are committed to listening and learning, and to constant improvement. We believe it is our job to make sure that all our staff, particularly those from minoritised backgrounds, feel welcome, safe, and able to thrive at Galop.





Galop's offices are located in London. This role will be based in the office but some home working is possible.

Hours

Full time (35 hours per week)

Contract

Permanent

Reports to:

CEO

Salary

Galop uses the NJC scales. This post is on NJC scale points 26-29 (£34,762.89 - £37,264.92 per year including London Weighting).

Closing Date

Applications should be submitted by 10:00am on 30th August 2022. First round interviews will be held from week beginning September 5th 2022.

Questions?

If you have any questions or would like to discuss the role further prior to application, please contact our CEO, Leni Morris – leni@galop.org.uk

Please send completed applications and equal opportunities form by email only to recruitment@galop.org.uk