



JUSTICE

Operations Administrator

Salary: circa £34k | Full Time | London / hybrid | Great Benefits |
Important Purpose | Inclusive Culture

Candidate Pack

*We are **recruiting on a rolling basis**, reviewing applications as they arrive.
Early applications are encouraged as the role will close once a suitable
candidate is appointment.*

A message from our Chief Executive

Thank you for your interest in this role at JUSTICE. My name is Fiona Rutherford and I've been working for JUSTICE for 4 years. In that time, I've met and worked with some incredible people. And, as a team, JUSTICE has delivered some groundbreaking work to improve the UK justice system so it is fairer and within everyone's reach.



This pack sets out some helpful information about JUSTICE, the team, what we do and how we do it. At its heart, JUSTICE is a values-led organisation and you can read more about our values below. If you are serious about applying but have some hesitations or questions then I would be happy to have a short meeting to discuss the role. If you would like to have a brief meeting, please email: ddauda@justice.org.uk

About JUSTICE

JUSTICE is a law reform charity working to build a fairer UK justice system within everyone's reach.

For nearly 70 years, we have transformed the legal landscape for the better, led by evidence, expertise, and a focus on practical solutions.

We are the only non-governmental organisation whose work spans the whole of the UK justice system. Key legal bodies we now take for granted such as the Ombudsman, the Crown Prosecution Service, and the Criminal Injuries Compensation Board were all proposed and supported into being by JUSTICE.

JUSTICE's work is known for its independence and rigor, and grounded in deep subject matter expertise. We bring together experts from within and beyond law – including people with lived experience of interacting with the justice system – to develop realistic solutions to key challenges.

For more information, please see take a look at our [Strategy for 2024-2030](#).

Our Values

Inclusivity:

We prioritise meaningful collaboration and learning. We seek a wide range of views, perspectives and expertise when conducting our work, ensuring the voice of those with lived experience are heard loud and clear.

Integrity:

We are trustworthy and evidence based. We work transparently and with intellectual rigour. We speak out with expertise and courage when appropriate.

Independence:

We prize our objectivity and impartiality, and we are pragmatic and considered in our approach. This enables us to influence and hold key decision-makers to account.

Innovation:

We're not afraid of thinking differently and challenging the status quo when it is not working. We strive to be forward looking and to set the agenda for justice system reform.

Our People

JUSTICE has around **20 staff** who work collaboratively across policy, fundraising, communications, membership, administration and governance.

Our work is overseen by **the Board of Trustees** led by our Chair, Dame Alison Saunders DCB.

We also have a **Council**, led by our President, Baroness Helena Kennedy of the Shaws KC and Vice Presidents Dominic Grieve KC and Baroness Sarah Ludford, who support our work.

JUSTICE is assisted by a considerable amount of volunteer and pro bono support each year from a range of people who join our working parties, help with research

How We Work

Leading research:

Our research highlights key problems and proposes practical solutions, hundreds of which have been adopted.

Advising policymakers:

JUSTICE's strong reputation across Westminster and beyond is based on the quality and independence of its work.

Convening experts:

Our events, working groups, and roundtables bring together leading experts across a wide range of justice topics.

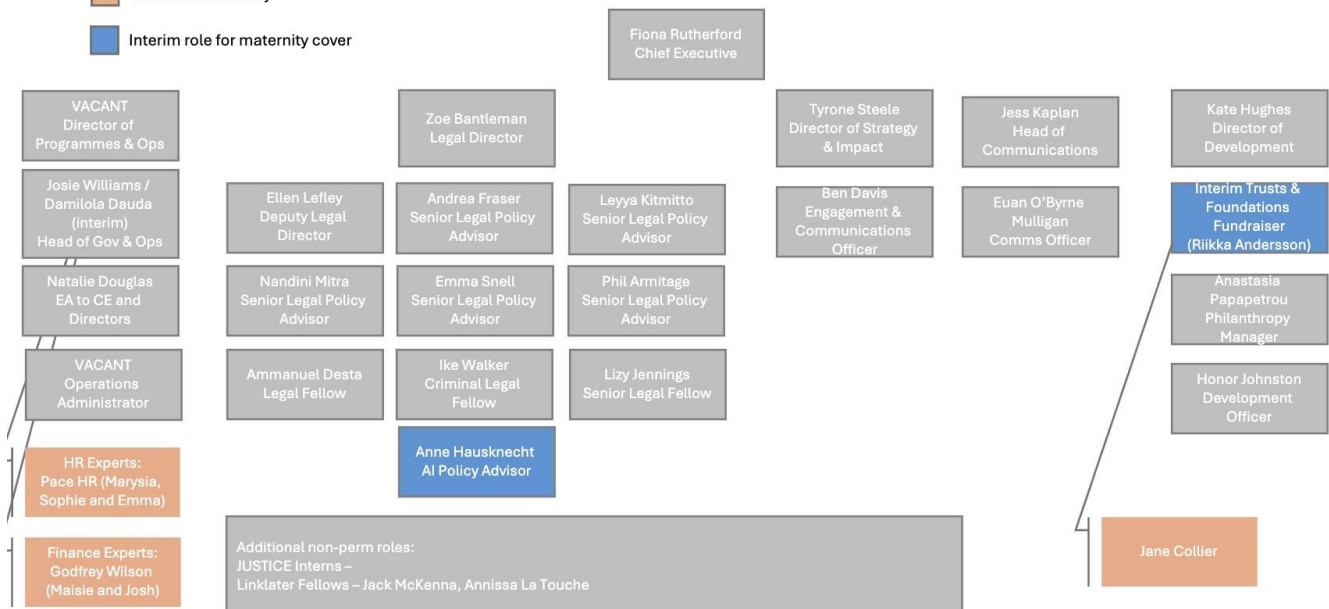
Building understanding:

Our spokespeople regularly appear in the media to set out why a fair justice system matters and how it can be achieved.

Organogram

Outsourced activity

Interim role for maternity cover



Key Details:

Job title	Operations Administrator
Salary	circa £34k per annum
Location	Hybrid. One day in London per week.
Hours	Full time
Reporting to	Director of Programmes and Operations
Responsible for	No direct reports
Start date	As soon as possible

Benefits Include

- 27 days annual leave plus bank holidays.
- Time off between 25 Dec-1 Jan (inclusive) in addition to annual leave
- Two additional leave days to look after your wellbeing and to celebrate your birthday
- Flexible working opportunities
- Open to applicants based in or outside of London including from anywhere across the UK
- Generous pension scheme (8% employer contribution, rising to 10.5% after 2 years)
- Annual salary review (measured against inflation)
- Employee Assistance Programme
- Headspace subscription
- Working with a lovely, diverse group of people who care about building a fair, accessible justice system!



About the Role:

JUSTICE is looking to recruit a new Operations Administrator to join our friendly, outcome-focused, values-led team. This is a permanent role and provides an exciting opportunity for someone who is an experienced administrator and thrives in a fast-paced environment where priorities shift and no two days are the same.

We are looking for an individual who is motivated by the purpose of the charity, to improve the UK justice system so that it is fair and within everyone's reach. You will take pride in keeping the organisation running smoothly, accurately and with impact. The successful post holder will be a highly organised and proactive professional who is confident working with data and digital systems, and who enjoys working autonomously whilst using their initiative to manage competing demands.

This role will suit someone who is detail-focused and dependable, communicates clearly and approachably with members, donors, colleagues and suppliers, and handles personal and sensitive information with discretion in line with UK GDPR. The role will play a pivotal role in ensuring the seamless operation of our membership and donor administration, programme tracking and day-to-day operations.

Overall, the Operations Administrator will be a key part of our small but dedicated organisation, contributing to the effectiveness of the Operations Team and the programme teams, and supporting the wider mission of JUSTICE.

If this sounds like something you'd be interested in and something you would enjoy doing, please do apply!

Job Description

Key responsibilities:

Database and Membership Administration

- Manage the day-to-day administration of the organisation's members' and regular donors' records in the database (currently Raiser's Edge) ensuring these are accurate, consistent and kept up to date and supporting colleagues with effective record management as required.
- Support our members and regular donors including correspondence, sending the members newsletter, monthly renewals, direct debit management and record keeping for new and existing Members and Friends of JUSTICE.
- Overseeing the membership email inbox, ensuring queries are responded to in an approachable and timely way.
- Build and retrieve regular reports from the database on membership numbers, retention and renewal rates.
- Administer donations, including processing incoming donations, ensuring these are accurately recorded on SharePoint/Raiser's Edge and acknowledged in line with JUSTICE's donor thanking process.
- Provide general finance administration, such as adding invoices and remittances to supplier/customer records in Xero and Pleo.

Programmes Administration

- Support project leads to maintain programme and project workspaces in Asana, ensuring tasks, milestones, deadlines and owners are accurately recorded and kept up to date.
- Work with project leads to track project milestones, actions and deliverables across our programmes of work, following up with colleagues to support timely completion and flagging risks, delays or dependencies as appropriate.

- Support teams to manage interdependencies across projects by maintaining trackers, monitoring upcoming deadlines and helping colleagues identify where input is needed from others.
- Produce regular programme reports and status updates, drawing on project management tools and team input to show whether activities are on track and where attention is required.

General Operational Support

- Support the smooth day-to-day running of the organisation including office supplies, equipment and asset management, general enquiries and liaison with external suppliers including IT support.
- Work with the Operations team and external HR partners by providing HR and People administration including recruitment, onboarding and offboarding, staff records, right to work checks and sponsorship administration.
- Support the coordination of project, organisational and team meetings and activities including logistics, travel, room bookings, meeting materials, minutes and follow-up of agreed actions.
- Provide administrative support across the organisation including supporting with the governance function, audits and other activities that contribute to the effective running and development of the organisation.
- Maintain a confidential, sensitive and discreet approach to personal, sensitive and organisational information, in line with the UK GDPR and Data Protection requirements.
- Undertake any other reasonable tasks as required by the organisation.

Person Specification:

Essential Experience

- Confident working with spreadsheets, data and digital systems with the ability to organise and present information accurately and clearly.
- Excellent administration skills: organised and efficient, with a keen eye for detail.
- Able to manage own workload and proactively follow up on actions and deadlines.
- Able to work well both individually and with colleagues across different teams.
- Experience working with a CRM platform (e.g. Raisers Edge, Salesforce) including maintaining accurate records and data
- Able to draft and present information clearly, accurately and appropriately across a variety of formats (e.g. letters, emails, spreadsheets, reports).
- Accurate data entry and processing skills, ensuring data quality and accuracy.
- Excellent and versatile communication skills, with the ability to converse with a varied audience by phone, email or in person.
- Computer literate, with experience using a range of office software packages (including Word, Excel, PowerPoint and Outlook).
- Ability to handle sensitive and personal data, ensuring compliance with the UK GDPR and data protection regulations, ensuring professionalism and discretion.
- A commitment to JUSTICE's values.

Desirable Experience

- Experience/knowledge of project management processes
- Experience maintaining IT systems and/or an asset register.
- Experience of administrative procedures and systems, such as filing and record keeping.
- Experience of carrying out UK right to work checks and/or VISA sponsorship administration
- An interest in legal, social justice and human rights issues.



Application Process:

Please note, we are **recruiting on a rolling basis**, reviewing applications as they arrive. Early applications are encouraged as the role will close once a suitable candidate is appointed.

To apply, please submit your CV (maximum 2 pages) and, in a separate document, an Expression of Interest (maximum 2 pages) [via our Charity Jobs posting](#)

The application process will close as soon as we find the successful candidate, so please don't delay in applying now!

Your application will be sifted by the Head of Governance and Operations and a Director and if successful, you will be invited to an interview. Your interview panel will consist of the Head of Governance and Operations and a Director. We will ensure that you have a minimum of a week's notice of the interview and do our best to find a time that is convenient for you.

JUSTICE is an equal opportunities employer. We encourage applications from people of all backgrounds and welcome everyone who shares our values and purpose regardless of age, gender, race, region, socio-economic background, education, sexuality, identity, disability and neurodiversity.

Expression of Interest (maximum 2 pages)

Carefully go through the job description for this role and provide evidence that addresses the criteria in the Person Specification. This should cover Experience and Skills and should avoid statements without evidence to support the assertion you might be making.

For example, avoid: 'I have excellent written and verbal communication skills' without adding any examples or evidence to support the sentence.

Instead, ensure there is an example of your work/experience included: 'Evidence that demonstrates my excellent written skills includes a time when I was responsible for responding to a challenging stakeholder. They had raised a number of concerns about a senior member of the team and the Chief Executive tasked me with drafting a response. I carefully addressed each of the points raised by the stakeholder, researching where I had gaps in my knowledge. I produced a high quality response for the Chief Executive in good time. I knew



the Chief Executive would want to approve such an email (there are other emails where I know I do not need to do this) so following their approval, I promptly sent the response and received an email acknowledging and thanking me for my help.'