

**Job Title:** Chief Operating Officer (COO)  
**Reports to:** Executive Director  
**Salary:** £39-43k depending on experience (plus a 6% pension contribution)  
**Date call released:** 4 September 2019  
**Deadline for applications:** 30 September 2019 at 9am  
**Start date:** ASAP  
**Duration:** permanent (full or part time)

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### **About Open Rights Group**

Open Rights Group supports the development of a healthy and fair society which allows individuals to live and flourish in the digital age. We do this by protecting and extending human rights and civil liberties which history tells us are often overlooked or eroded during periods of rapid change.

We have three main areas of work: online privacy, free speech online and government mass surveillance. We challenge threats to privacy by both the government through the surveillance of our personal communications and private companies, who use personal data to increase profits. We challenge threats to free speech through the criminalisation of online speech, online censorship and restrictive copyright laws.

Open Rights Group has 10 members of staff and offices in London and Edinburgh. We are a membership organisation with over 3,200 members.

### **How to Apply**

To apply, please submit a CV and a cover letter (no longer than 2 sides of A4), setting out how you are suited to the role, to [martha@openrightsgroup.org](mailto:martha@openrightsgroup.org) by the date and time above. Please ensure your email has the subject heading 'Chief Operating Officer', and that all attachments are sent in PDF format.

Interviews for shortlisted candidates will be held in Central London in early October 2019.

### **Role Overview**

Open Rights Group are looking for a dynamic, enthusiastic and efficient COO to lead the day to day work of the organisation alongside the Executive Director.

The COO will be a member of the senior leadership of Open Rights Group. The COO will be responsible for effective and efficient internal management of the organisation – our money, our people, our supporters, our members and providing appropriate project management. The post-holder will be responsible for:

**Organisational Strategy:**

- Work with the Executive Director and senior staff to drive Open Rights Group's strategy development and implementation;  
Design and convene strategy days encompassing staff, Board, Advisory Council and volunteers;
- Ensure delivery is regularly assessed against strategy goals;
- Draft annual budgets for the organisation.

**Resource Development:**

- Devise and implement plans for membership growth and individual giving;
- Identify and expand sources of grant income;
- Ensure growth of business membership and manage relationships with corporate supporters;
- Ensure all projects, grant implementation and reporting is properly managed, tracked and delivered;
- Develop use of project management tools and team practices.

**Human Resources:**

- Develop and lead a culture that encourages high levels of motivation and outstanding performance, and evaluates progress against goals and values for the organisation;
- Manage staff recruitment;
- Oversee and implement human resources policies.

**Governance and Compliance:**

- Ensure Open Rights Group has the policies it needs and that they are implemented effectively;
- Alongside the Executive Director report to and service the board of directors;
- Manage board member recruitment and elections;
- Ensure high standards of information management and data protection across the organisation, making sure our teams can access the information they need quickly and easily, maintain it securely, and keep accurate records;

**Systems and Processes:**

- Ensure that Open Rights Group has the tools and services that it requires to effectively deliver its work and projects based on the ethical principles of the organisation;

- Development of IT systems and policies;
- Manage technical staff and contractors.

**Community Building:**

- Alongside the Campaigns Manager oversee the growth, development and engagement of Open Rights Group's community groups across the UK;
- Manage, develop and expand ORGCon (Open Rights Group's annual conference);

**Finance:**

- Ensure our financial planning, policies and management is rigorous, with streamlined, transparent processes that help all staff can access accurate and timely information and are making best decisions about our income and expenditure;
- Ensure that the organisation's operations continue to be underpinned by a sustainable financial model;
- Ensure Open Rights Group's financial systems are efficient and clear;
- Manage relationships with accountants and bookkeepers;
- Track budgeting and financial performance;
- Hold responsibility for financial administration: including processing invoices and making payments.

**Monitoring and evaluation:**

- Statistics and monitoring of online communications, media presence, cultural and policy impact of Open Rights Group and financial monitoring.

**Communications:**

- Oversee Open Rights Group's brand refresh and website redevelopment;
- Oversee and sign off on supporter communications.

**Key Contacts**

The COO will be directly managed by the Executive Director. They will work closely with colleagues across the broader team to maintain alignment of Open Rights Group's organisational goals, and collaborate within the team to effectively disseminate Open Rights Group's messages. This role line manages the Policy Director, the Policy and Research Officer, Technical Officer, the Communications Manager and the book keeper.

**Length and Salary**

The Chief Operating Officer will be employed on a full or part-time permanent contract. The annual salary is £39,000 - £43,000 per annum pro rata less any required deductions for income

tax and national insurance. The position will be based in the London office. Applicants must be eligible to work in the UK. Open Rights Group is an equal opportunity employer.

### Person Specification

CRITERIA	Essential	Desirable
Excellent written and oral communication skills	x	
A minimum of three years in a senior management or leadership position	x	
Project and resource management experience	x	
Experience of building and managing relationships with funders and partners	x	
A high degree of self-motivation	x	
Ability to speak publicly, including with the media and at conferences and meetings		x
Excellent interpersonal and networking skills	x	
Exceptional organizational skills of yourself and others	x	
Ability to work under pressure	x	
Right to work in the UK	x	