



We're hiring an Operations Coordinator!

Title	Operations Coordinator
Hours	4 days / 28 hours per week
Salary	£21,840 (£27,300 pro rata)
Benefits	Pension contribution plus generous annual leave entitlement
Contract type	12 month PAYE contract with 3 month review
Location	Currently remote/hotdesk, flexible but weekly work in London required

About us

Good Night Out is the campaign for safer nightlife. We build community capacity to respond to, challenge and prevent gendered harms through specialist training and education programmes, policy consultancy, advocacy and support. Our mission is to creating safer and more accountable music, culture and nightlife spaces for women, LGBTQ+ and gender non-conforming people. We have been active in nightlife across the UK, Europe, Canada and Australia and beyond since 2014. During the pandemic we pivoted to working remotely and delivering training online. As restrictions have eased demand has exploded, so we're looking for an enthusiastic and organised Operations Coordinator to join our small part-time team.

We're a community interest company (CIC) with a small core team of four plus a pool of sessional trainers and a dedicated advisory board. You will be joining a dynamic team of coordinators who work in a non-hierarchical structure and share responsibility for the collective management of a rapidly growing grassroots community interest company. If you're interested in a new challenge, read on to find out more.

The Operations Coordinator will..

- Use their flawless communication and project management skills on a range of collaborative gendered violence prevention initiatives with partners and clients across the nighttime economy and public sector, including charities, brands, local authorities and businesses.
- Work alongside the Training Programmes Coordinator to help manage a busy sales pipeline of inbound client enquiries, taking a range of venues, pubs, bars, clubs, festivals, artists, record labels and others through each stage of our training and accreditation workflow.
- Oversee the administration of core business functions, as well as capturing and updating the crucial data that evidences our impact using our bespoke CRM (Customer Relationship Management system).
- Manage the logistics, postage and packing of resources and materials which help our participating premises to become safer spaces.

Duties will include...

- Liaising via email and phone to introduce partners and suppliers to what we do, the way we work and how we might work together
- Responding via email to inbound enquiries and taking prospective clients through the full process including liaison, quoting, contracting and booking training
- Inputting accreditation workflow data and ensuring our CRM is kept accurate and up-to-date
- Managing the stock and supply of training and other materials and coordinating deliveries
- Updating the content on an ad-hoc basis for both our website and client-facing digital dashboards
- Monitoring and updating core business functions, monitoring regulatory requirements and reviewing and improving current processes
- Collaboration with the rest of the core team on daily administrative tasks and data management
- Taking part in quarterly peer management processes
- Occasional support or input into other work streams such as strategic brainstorms and helping to develop new ideas for marketing, engaging and developing our regular donor community 'Club GNO'

The ideal candidate for this role will have:

- Demonstrable experience managing client relationships, pitching and selling products and/or services
- Proven abilities in planning and prioritising responsibilities
- Experience improving administrative workflows, processes and systems
- Comfortable with speaking about sensitive subjects to people with a range of opinions about gender-based violence
- Knowledge of digital workplaces including Slack, Zoom, Google Drive & willing to be trained on using a bespoke CRM
- Ability to give and receive constructive, thoughtful feedback
- Experience of or interest in the collective management of non-hierarchical organisations, groups and projects
- Some knowledge of frameworks and principles relating to VAWG (Violence Against Women and Girls) or willingness to learn fast
- A feminist approach with strong commitment to social justice
- A strong alignment with our values (*please see the following page*)

At Good Night Out Campaign we:

- believe that nights out should be about fun and freedom, not fear
- centre an analysis of power in all our work by acknowledging and highlighting how gender-based violence intersects with interpersonal and structural inequalities
- put the responsibility for gender-based violence solely upon the perpetrator whilst working to transform the workplaces, communities and systems and cultures that help create the context for it
- support and fight for the rights of trans, non binary and gender non-conforming people
- support and fight for the rights of all nightlife workers to safety and self-determination, including those working in the sex or adult industries
- support and fight for survivors' rights to access justice in ways that work for them, both within and beyond existing systems.

Wellbeing

Good Night Out Campaign works with the topic of gender-based violence every day. We acknowledge the possibility of exposure to trauma content in this role and are continuing to build effective support mechanisms to regulate and minimise the impacts of this on staff, meaning the role also includes access to external supervision. It also offers 27 days holiday per annum (equivalent to 6.7 weeks pro rata) which is offered exclusive of bank holidays and closure of the office as standard between Christmas and New Year.

Access

Good Night Out Campaign is committed to the principles of transparency, equality, justice and liberation, whilst acknowledging that we exist in systems which all too often work against them. We strongly encourage applications for this role from people with marginalised identities and will always work to accommodate additional access needs.

How to Apply

1. [Please use this link](#) to answer some questions and upload your CV.
2. The deadline for applications is 23:59 Friday 28th January 2022.
3. Interviews will be conducted online during the week of 7th February 2022.
4. If you need any assistance with this application process or have any questions about the role please contact us by emailing info@goodnightoutcampaign.org
5. We look forward to hearing from you!



**FOR SAFER
NIGHTLIFE**