

## Operations Manager

Reporting to: Managing Director

Contract type: Full-time, permanent appointment with a 3-month probationary period

Hours of work: Monday to Friday (inclusive) 09:00-5:30pm with an hour for lunch

Location: Remote working

Salary: £60,000 - £70,000 dependent on experience.

Benefits: 25 days paid annual leave per annum plus all public and bank holidays; company pension scheme; parental leave; flexible working; company provided Macbook and iPhone.

## About us

AWO is a new data rights agency.

Our lawyers, policy experts, technology analysts and applied ethicists work globally to shape, apply and enforce standards in the spaces where data, technology, law and policy meet. We have provided litigation and legal services, consultancy and public policy development to the UN, EU, ICRC, think tanks, governments, universities, businesses and private individuals.

Our team have worked on high-profile cases such as the successful prosecution of Cambridge Analytica and Brave's AdTech case against Google.

We balance our commercial practice with giving those less-resourced a voice.

## AWO's Structure

AWO is an agency made up of: HNK Legal, HNK Litigation, HNK Data Consulting and AWO Belgium. The legal arm of AWO is HNK Litigation Limited which is authorised and regulated by the Solicitors Regulatory Authority. SRA number: 666285

## Our team

AWO started in January 2020. We are a mostly remote team, with offices in London and Brussels and a representative office in Paris. You will join us in a pivotal role as we continue to develop and grow as an organisation.

Our emerging culture is respectful of work-life balance, supportive and thoughtful. We run weekly online activities and catch-ups for the whole team. We are a family friendly organisation that enables flexibility for team members with caring responsibilities.

## Diversity in recruitment

We want to increase representation of ethnic minority communities and other groups who do not have equal access to opportunities at AWO. We are therefore adopting a blind, inclusive recruitment process and implementing policies of positive action.

We adopt the Rooney Rule which guarantees at least one candidate from ethnic minority communities (at minimum) will be shortlisted for interview, subject to meeting the minimum criteria at application stage.



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We also operate a guaranteed interview scheme for candidates who identify as disabled and meet the minimum criteria at application stage.

## Application process

Please apply through our online recruitment system, [Applied](https://app.beapplied.com/apply/abqijaaf9y).  
<https://app.beapplied.com/apply/abqijaaf9y>

Deadline: Monday 17<sup>th</sup> August 17:00 (UK time)

We will notify all candidates of the outcome of their application.

AWO is committed to respecting and upholding data protection laws and principles and your rights there under. Our data processing notice is available in Appendix 1.

## Job Purpose

### Responsibilities

Developing AWO as the leading agency on data rights through strong operational planning and management. Working closely with the Directors and Finance Manager as part of the management team to drive improvements across all functions of the agency.

### Scope of work

AWO is a new agency doing ground-breaking work in data rights. We have grown quickly since starting in January 2020 from a six-person team working solely in the UK to a ten-strong team with an office in Brussels and a representative office in Paris. We will continue to expand over the coming years and need an operations professional with commercial experience to help guide and facilitate this growth.

We currently have four Directors (and Owners), an Interim Head of Operations and a Finance Manager who form the management team. Members of this team lead on the following managerial functions within the agency:

<i>Role</i>	<i>Lead Areas</i>
Managing Director	Mission and Purpose Operations People Technology Information Security Communications
Strategy Director	Finance Planning and Management Business Development Governance Compliance for Finance and Administration Data Protection Performance and Monitoring
Legal Director	In-house legal counsel
Public Policy Director	Brussels office



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Interim Head of Operations (transitioning to a new role in October 2020)	Operations People
Finance Manager	Financial Management and Delivery

The broad scope of the work is as follows:

## *Operational Management (60%)*

Working closely with the Managing Director to plan, manage and improve operational functions across the agency, including, but not limited to:

- Improving the operational systems, processes and policies to support the agency's mission (in particular supporting better staff management, compliance, management reporting, information flow, business processes and organizational planning);
- Driving initiatives in the management team and organizationally that contribute to long-term operational excellence
- Establishing a positive, healthy and safe work environment (and work from home environments) in accordance with all appropriate legislation and regulations
- Ensuring effective running of an almost entirely remote team based in different countries
- Providing general operational management of the London and Brussels office (and setup and management of any additional offices that may open in the future)
- Ensuring the financial management (led by the Finance Manager) of the four companies that form AWO is integrated with operational planning and management
- Ensuring adequate operations and administrative support is in place for the team
- Planning and managing internal and external communications, including, but not limited to; external branding and communications, internal staff updates and internal information flows
- Embracing and adopting tech-enabled services to improve internal processes and delivery of client work
- Ensuring project management functions and systems are in place and operating effectively to deliver client work
- Proactively identifying and delivering other adhoc operational projects as required with agreement from the Managing Director

## *Governance and Compliance (20%)*

Working closely with the four current Directors (and Owners) and the Finance Manager to ensure governance and compliance frameworks are adhered to:

- Facilitating executive management coordination to ensure decisions can be made efficiently, management tasks are progressed and actions are completed to deadline
- Assessing business performance and monitoring progress against a set of agreed indicators
- Ensuring risk, compliance and governance frameworks are adhered to, monitored and breaches are reported to the Solicitors Regulation Authority and Information Commissioners Office

## *People Strategy and Management (15%)*

Working closely with the Managing Director to plan and review the People strategy and set clear direction for the People Advisor to implement the strategy, including:

- Undertaking and improving recruitment, on-boarding and staff retention planning
- Championing and delivering on diversity and inclusion plans, including strategy, monitoring and improvement



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- Developing, reviewing and improving policies, processes and systems
- Ensuring we have a fair and transparent system in place for employee payscales, promotions and compensation
- Monitoring individual and team performance through mid- and end-of year performance reviews
- Formally and informally monitoring staff engagement and satisfaction and suggesting improvements to the management team where appropriate

## *Line Management (5%)*

Providing line management support to the new People Advisor and Administrator, enabling them both to effectively perform in their role:

- Undertaking regular 1-1 meetings to ensure they are clear on their tasks and responsibilities and have the opportunity to ask questions and seek support
- Supporting them to develop professionally through providing regular feedback and undertaking performance management reviews
- Mentoring them to undertake stretching tasks, understand their own areas of strong performance and areas for improvement; helping them to feel confident and equipped to perform well in their role

## Person Specification

We are looking for someone who has experience of working in a start-up environment. We ideally hope to find a candidate who is interested in the work we do at AWO and is keen to apply their knowledge and skills to support the agency to grow.

### *Job profile – Matrix*

<b>Skills &amp; abilities</b>	<b>Qualifications, knowledge and experience</b>	<b>Character and personal qualities</b>
<b>Essential</b>		
Able to work collaboratively with staff members at all levels to deliver business objectives.	Experience of working in and driving people and operational functions in a small commercial entity.	Enjoys working with others to improve the way an organization runs.
Skilled in setting objectives and operational plans to deliver those objectives.	Experience of project management.	Communicates clearly and persuasively.
Able to comfortably work in an environment that utilizes technology.	Familiarity with tech-enabled solutions to improve internal ways of working.	Willingness and curiosity for working in an almost entirely remote team.



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Able to influence senior peers to take decisions to improve the business.	Experience of working with start-up owners to grow a business.	Confident in explaining ideas and strategizing with others. Assertive when necessary.
Able to think about the bigger picture and long-term objectives for the organization, marrying this with operational needs.	Experience of developing People/HR strategies for implementation.	Has a positive attitude towards change and a growth mindset.
Skilled team manager.	Experience of managing individuals / small teams.	Empathetic and inclusive approach.
<b>Desirable</b>		
	Experience of managing governance and compliance requirements in a legal environment.	



## Appendix 1

### Job Applicant Data Processing Notice

#### Introduction

This Job Applicant Data Processing Notice (“Notice”) explains how AWO (“we”, “us”, “our”) processes your personal data when you apply for a role with us, addressing what we do with your data, the legal basis and purpose of this and setting out your rights under applicable data protection laws.

If your application is successful, further information will be required from you and further notice will be provided at that time.

#### Data controller

AWO is an agency comprised of HNK Legal Ltd, HNK Litigation Ltd, HNK Data Consulting Ltd and AWO Belgium. HNK Legal Ltd (ICO registration: ZA656719) is the Data Controller for this job application process. Contact us via email [privacy@awo.agency](mailto:privacy@awo.agency) or post to AWO, 2 John Street, London, WC1N 2ES with any questions regarding this Policy or any other data protection issue related to AWO.

#### What data we process, why and the legal basis for this

##### Application

When you apply for a role with us, we may collect the following information – a copy of your CV, your name, address, contact details, any languages you speak, whether you would require visa sponsorship for the role and further information about your skills, education, work experience and links to social media accounts if you choose to provide these. We process this information on the basis of our legitimate interest in assessing your suitability for the role.

##### Interview

Your application will be assessed by AWO staff and may be selected for interview shortlisting. During the interview process further information will be collected from you about your work experience to determine your suitability for the role. We process this information on the basis of both our legitimate interest in finding a suitable candidate for a role and in preparation for entering into a contract with you for employment.

##### Application for further roles

If you are unsuccessful in your application for a role we may wish to retain your application and associated personal data for consideration for other roles in the future. We will only do this on the basis of your consent and will contact you upon completion of the recruitment process if we wish to retain your data.

##### Sensitive data

Under applicable data protection laws, certain data are classified as “special category”, including information related to ethnicity, sexual orientation, political opinions and trade or union membership, and the processing of such data is subject to strict conditions.

You are under no obligation to provide any special category data in the application process, however we recognise that given both the nature of our work and our commitment to diversity in our recruitment and employment practices, some of this information may be very relevant to your application.



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If you do share any special category data with us, the legal basis for processing this may be your consent or our interest in ensuring compliance with our equality, diversity and recruitment policies and employment law obligations (for example where you provide us with information regarding your ethnicity, or with information we need to make reasonable adjustments to be made our workplace or working practices).

## Data sharing and processors

### Applied

AWO uses [Applied](#) as its job application management platform. When you apply for a role with us, you will be directed to Be Applied and will enter data directly into the platform. Applied processes data on our behalf and we engage them on the basis of our legitimate interest in sorting and sifting applications in the most efficient and secure way available. We have entered into an agreement with Applied that ensures your data is appropriately protected.

Applied is an organisation committed to equality, diversity and fairness in hiring and conducts research into these issues. For this purpose, Applied processes some application data in the following ways: (1) as a data controller, Applied collects information including special category data, about your ethnicity and social background, this is only on the basis of your consent and your answers will be anonymised and not linked back to you; and (2) Applied aggregates and anonymises some application data for the purpose of understanding trends in hiring and improving the functionality of its platform on the basis of its legitimate interests in conducting related research. Data is anonymised and aggregated for this purpose. Further notice is provided about this within the application process and in Applied's Privacy Policy available [here](#).

### Sharing within AWO

Our job application process is managed by HNK Legal Ltd. In some cases it may be necessary to share your data between entities within the AWO group of companies for the purposes of facilitating the application process. Your data will always be appropriately protected, kept confidential and not used for any other purpose than those specified here.

### Other processors

AWO works with carefully selected third party service providers who perform certain data processing tasks on the basis of our legitimate interests in facilitating the job application process. These third parties are engaged by AWO on terms which ensure confidentiality and compliance with data protection laws. An up-to-date list of processors which are engaged in the processing of your data is available on request. If you have any concerns about how your data will be processed and by whom please contact us.

### Retention

#### AWO

If your application is unsuccessful your information will be held for up to 12 months. If you are shortlisted your application data will be retained in a secure archive for up to six years after the recruitment process is complete. We retain this data on the basis of our legitimate interest in recording, reviewing and evidencing the fairness and legitimacy of our hiring process and responding to applicants' questions about this process or the exercise of data subject rights.



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We will not process this data for any other purpose, except where you provide your consent for us to retain your information to consider you for future roles. We will keep this data for this purpose for up to five years. Where you require a working visa for a role, we retain your application data for the period of your employment period on the basis of complying with legal obligations on us as a sponsoring employer. We also retain some anonymised data for the purposes of reporting on and understanding our hiring process. This data relates to equal opportunities and includes:

- Gender
- Age
- Broad ethnicity
- Sexuality
- Disability
- Parents (whether they attended university or not)
- School meals (eligibility)

This data is fully anonymised and aggregated and cannot be linked back to any individual.

## Applied

Your application data will be retained on the Applied platform for an initial period of six months, in line with legal obligations on Applied to evidence the fairness and effectiveness of the hiring procedure, and for a maximum period of one year on the basis of your consent. After six months you can request deletion of your application from the Applied platform. If you take no action, your application will be deleted from the platform after one year. See Applied's Privacy Policy for further information available at: <https://www.beapplied.com/privacy>

## Information security

We take all reasonable steps to ensure that personal data is processed securely and treated in accordance with this Notice. The technical and organisational measures to prevent unauthorised access to personal data include limiting staff and sub-processor access to personal data in accordance with specific job responsibilities or contractual obligations, the encryption of data where possible, the institution of security protocols and staff training.

## Your rights

Where AWO processes your personal data you may have the right:

- to be informed as to whether AWO holds data about you;
- to access that data;
- to have inaccurate data corrected;
- to have your data deleted;
- to opt-out of particular data processing operations;
- to receive your data in a form that makes it "portable";
- to object to data processing;
- to receive an explanation about any automated decision making and/or profiling, and to challenge those decisions where appropriate.

You can seek to exercise these rights via email to [privacy@awo.agency](mailto:privacy@awo.agency) or post to AWO, 2 John Street, London, WC1N 2ES. You also have the right to lodge concerns or complaints with the UK [Information Commissioner's Office](#). Data subjects covered by EU law may also be entitled to lodge complaints with the data protection supervisory authority in their country of residence (see [here](#)).





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