

## Data and Operations Officer

Would you like to join a small but mighty charity, working as part of an inspirational team delivering real change for women and girls? Are you highly organised, and looking for a new challenge? If so, we are looking for a brilliant Data and Operations Officer who can support us to deliver our ambitious 3-year Strategy.

<b>Reporting to:</b>	Senior Operations Manager
<b>Location:</b>	Home-based
<b>Salary:</b>	£30,000 per annum
<b>Contract:</b>	Full-time (35 hrs pw) can be worked flexibly.

### About SEA

Surviving Economic Abuse (SEA) is the only UK charity dedicated to raising awareness of economic abuse and transforming responses to it. Our vision is a world in which all women and girls are economically equal and live their lives free from abuse and exploitation. Economic abuse is a form of coercive and controlling behaviour. 4.1 million UK women experienced economic abuse from a current or former partner in the last year. Not only does it limit their choices and ability to access safety, but it has an ongoing impact. It damages future dreams and aspirations, and, in some cases, it takes lives.

### About the role

As Data and Operations Officer, you will work alongside our People and Operations Officer as part of the Operations Team to support the Senior Operations Manager in their day-to-day operational management of the Charity, enhancing the charity's ability to grow and adapt. This role is perfect for someone with a solid administrative background who has data control and processing experience, who is confident with GDPR and Privacy requirements and who is committed to working in a dynamic, impact-driven environment. You will take on a mix of data control and broader operational tasks, requiring excellent organisational and IT skills, proactive

engagement and the ability to use your initiative, all the while maintaining a positive, flexible and collaborative approach within our small but dedicated team.

This is a newly created role, and the scope may evolve over time to meet SEA's operational and data-related needs. The successful candidate will be adaptable, proactive, and comfortable working in a dynamic and growing environment.

## **Key responsibilities**

You will work closely with the Senior Operations Manager, Finance Manager and the People and Operations Officer, forming a dynamic team, working across the charity to swiftly address and adapt to the charity's evolving operational needs. You will have the following responsibilities:

### **Data protection and privacy**

- Help to ensure SEA's data control and privacy policies and procedures are up to date, compliant with GDPR, and accessible to all staff and external partners.
- Participate in and provide support for external GDPR reviews, contributing to assessments and implementing recommendations where applicable.
- Deliver tailored GDPR training to supplement platform-based learning, providing practical guidance and periodic refresher sessions to meet team-specific needs.
- Act as the first point of contact for day-to-day GDPR and data protection queries from staff, contractors, and partners, escalating complex issues to the Senior Operations Manager as needed.
- Support the Senior Operations Manager in managing Data Subject Access Requests, and the data breach process, including logging incidents, coordinating responses, and maintaining related registers.
- Support SEA's Equity, Diversity, and Inclusion (EDI) strategy by assisting with GDPR-compliant data collection, analysis, and reporting to provide meaningful insights that inform SEA's practices and progress.
- Support individual teams to deliver GDPR compliance and secure data handling practices for key areas, including:

Assisting with the management and protection of research and evaluation data.

Assisting with data-sharing agreements and maintaining SEA's data security standards in partnership work.

Providing guidance on consistent data practices for HR, finance, fundraising, training, communications, and victim-survivor engagement.

- Support SEA's engagement with external partners, freelancers, and contractors to ensure adherence to data protection standards.

## Operations

- Support the management of operational resources, including tracking equipment, subscriptions, and contracts, to ensure SEA's assets and systems are effectively utilised.
- Provide administrative support to the training team by following up on and recording enquiries in Salesforce, generating reports as required, and supporting data accuracy and consistency with SEA's data management practices.
- Assist with the documentation and tracking of partnership agreements and deliverables, ensuring records are accurate and easily accessible.
- Assist with onboarding documentation requirements of clients and funders.
- Support with developing the SharePoint filing system to ensure it is organised, accessible, and fit for purpose.
- Contribute to improving organisational processes by identifying opportunities for operational efficiencies and supporting their implementation.
- Provide ad hoc support to the wider team with administrative tasks such as booking travel, managing expenses, updating e-mail distribution lists, and other similar activities to ensure smooth operational delivery.
- Help to coordinate logistics for events, such as team meetings or training sessions, ensuring smooth operational delivery.
- Support data management for the charity.

- Create and produce visual data presentations, including dashboards and infographics, to enhance internal decision-making and effectively communicate key insights across the organisation.

## **General Duties**

- Contribute to the promotion of SEA and its work.
- Participate and contribute to team meetings and organisational development.
- Engage in learning and take responsibility for your own personal development; and
- Comply with SEAs policies and procedures and legal requirements, such as provisions set out in the GDPR, Health and Safety at Work Act 1974 and Equality Act 2010.

*This role description is not exhaustive. The postholder may be required to take on additional duties which are not specified here but which are in scope of the role.*

## **Person specification**

### **Essential skills and experience**

- Proven experience in a busy operations support role.
- Excellent organisational and time management skills, with attention to detail and the capacity to manage multiple priorities effectively and meet deadlines.
- Experience with data protection and privacy requirements, including implementing GDPR-compliant processes, managing sensitive data securely, and providing practical guidance and training to others.
- Experience of using Salesforce or another similar CRM to manage and report on data.
- Exceptional written and verbal communication abilities, including the ability to present data insights visually and clearly.
- Experience in supporting operational processes, such as managing expenses, coordinating logistics, and contributing to process improvements.

- A commitment to the values and feminist ethos of SEA.
- A demonstrable commitment to equity, diversity and inclusion.
- Ability to work independently in a fully remote environment while maintaining strong communication with the team.
- Initiative, patience, and perseverance to identify and resolve problems efficiently.
- Ability to exercise confidentiality and discretion when handling sensitive information.
- A collaborative mindset and proven ability to work effectively as part of a team.

### **Desirable skills and experience**

- Previous experience of using SharePoint or a similar file management system.
- Previous experience of processing financial transactions.
- Familiarity with supporting the documentation and tracking of partnership agreements or deliverables.
- Experience in creating visual reports or dashboards using tools such as Excel, Microsoft Power BI or Tableau.
- Previous experience working in a charity, non-profit, or mission-driven organisation.

### **Working arrangements**

- This role is home-based, but occasional travel to meetings will be required. (Once or twice every three months).
- A laptop and mobile for work are provided, and travel expenses are covered.
- The wider SEA team meets approximately once a month virtually, with in-person meetings every quarter.
- Due to the nature of our work and this role, appointment will be subject to satisfactory Disclosure and Barring Service (DBS) check and references.

### **What we offer**

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#### **Surviving Economic Abuse**

Surviving Economic Abuse (SEA) is the only UK charity dedicated to addressing economic abuse - a form of domestic abuse.

- 25 days annual leave, plus 5 Wellbeing Days and Statutory Bank Holidays
- Flexible working
- Working from home
- 3% Employer Pension Contribution
- Reflective practice and Employee Assistance Programme
- Enhanced sick pay, family leave and carer's leave
- The chance to be part of our highly professional, supportive team

## **To apply**

Please apply on-line from 18 December 2024 at:  
<https://survivingeconomicabuse.org/jobs-at-sea/>

For an informal discussion about the role, please contact Pam Hoyer, Senior Operations Manager at [pam.hoyer@survivingeconomicabuse.org](mailto:pam.hoyer@survivingeconomicabuse.org) (Please expect a delayed reply during the festive period)

Applications open from 18 December 2024 and close at 11.59pm on 15 January 2025.

Interviews: Interviews will take place week commencing 27 January 2025.

**Surviving Economic Abuse (SEA) is committed to developing an inclusive team which reflects the diversity of the communities we support. Our culture celebrates diverse voices, and we particularly encourage applications from Black and minoritised applicants and disabled applicants who are under-represented at SEA.**