



**JUSTICE
& CARE**

Saving lives. Breaking
the grip of slavery.

European
Operations
Coordinator
JUSTICE & CARE

Today, thousands of children will become slaves. Taken to work in brothels, sweatshops, as domestic workers. One every 30 seconds. Do you care about this? As in really care? If you do, then read on.



Who we are

Justice and Care exists to bring freedom to people and communities living in the grip of slavery. We rescue men, women and children who have been brutally exploited. We restore their lives. We fight slavery, pursuing and dismantling criminal networks and bringing perpetrators to justice. We secure communities at risk from traffickers and spark systemic change.

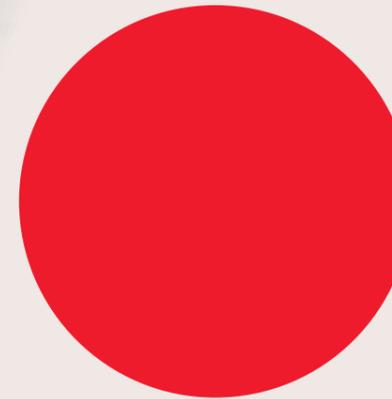
Our programs includes work in Bangladesh helping to spot victims of human trafficking as they are being taken across borders and the pursuing of those responsible through the courts. In Romania we are helping to bring victims home and raise awareness about the risks of being trafficked. In the UK, we work alongside police to provide critical support to victims. We are also involved in joint operations with partners in India and Thailand. Our work is always victim centric and focused around how to help create systemic change.

We have a strong track record of impact:

- **5,063** Lives rescued
- **1,134** Suspected traffickers arrested
- **4,157** Survivors supported
- **1,275** Exploiters prosecuted
- **51,164** Police officers, public prosecutors, and community leaders trained in trafficking awareness

Our work has led to major systemic change in India, Bangladesh and the UK. It is also award winning – in 2020 securing a coveted Thomson Reuters Stop Slavery Award for our work in Bangladesh and the 'Breakthrough of the Year' in the UK's Third Sector Awards for our Victim Navigator Project. In Romania we have recently been given a SocNET (Serious Organised Crime Network) Award for our outstanding contribution to counter Modern Slavery and Human Trafficking.

Justice and Care is an equal opportunities employer. We value the strength of a diverse workforce and encourage applications from people with disabilities, Black, Asian or Minority Ethnic (BAME) backgrounds, LGBT+ and from different socioeconomic backgrounds.



Role overview...

Our European Operations team see specialist workers (Victim Navigators) deployed in the heart of police forces in the UK and Romania to broker and manage contact with victims of slavery, trafficking and other forms of exploitation. This is a new role for someone who is organised and enjoys a varied workload, to provide crucial support to the Director of European Operations, the Head of European Operations and to the wider team. This role will help to ensure that our operations run smoothly, that we are consistently improving the service we provide and that our Victim Navigators are supported and cared for.

The ideal candidate will have an understanding and interest in the fight against modern day slavery and the charity sector and will be passionate about ensuring a high-quality service is given. They will pride themselves on having a professional approach and having a caring personality, with proven analytical and problem solving skills. This role requires an individual who is proactive and who thrives in a fast-paced environment.

Position in organisation:

You'll sit within the European Operations team and report into the Director of European Operations.

Scope of the job

- Day to day coordination of the operational programmes
- Service improvement
- Quality Assurance
- Administration

Main responsibilities

Your key responsibilities include, but are not necessarily limited to:

Day to Day Operations

- Resolve operational problems within the defined schedules and service level agreements
- Manage job calendars and flows to ensure the timely completion of projects
- Work with the Victim Navigators to ensure the Client Management system is up to date
- Develop support plan to prioritise and resolve multiple issues associated to operational projects
- Work with the Head of European Operations to ensure that team wellbeing is a continued priority

Service Improvement

- Analyse root causes of operational malfunctions and provide solutions
- Develop preventative measures and document issues resolution procedures
- Recommend process improvements to improve operational efficiency and cost effectiveness

Quality Assurance

- Making sure that all the aims of the project are met
- Making sure the quality standards are met
- Ensure that all areas of compliance are met with regard to safeguarding, health and safety and operations standards



Administration

- Provide administrative support to the Operational team and Head of European Operations
- Produce and manage required monthly reports
- Provide support on the management of projects within the UK Ops team

Other

- Undertake other tasks as necessary to contribute to the European Team's overall objectives;
- Represent Justice and Care in external forums to share the mandate and vision of Justice and Care and input into debates on policy and good practices;
- Keep abreast of industry wide good practices and developments to incorporate the same within the Justice and Care;

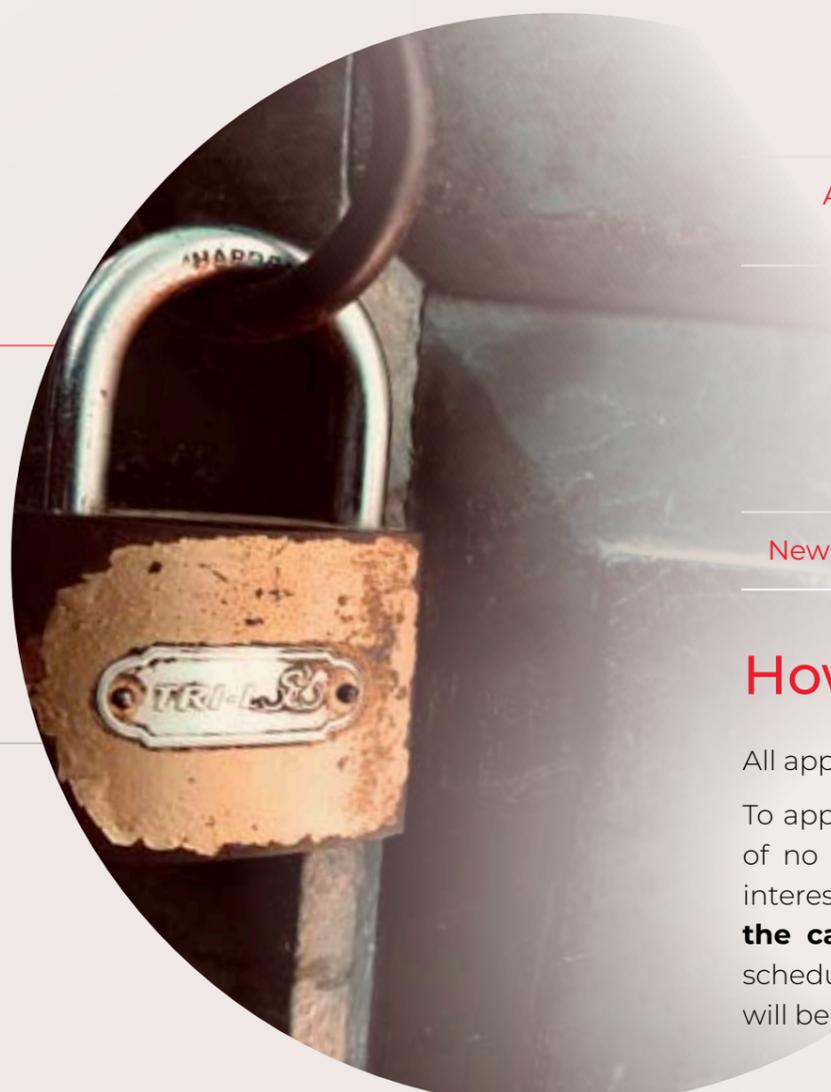


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Person Specification

	Essential	Desirable
Qualifications		
Experience	<ul style="list-style-type: none">• Experience in a similar Operations role• Experience using a client management system• Experience establishing and maintaining operational systems and processes	<ul style="list-style-type: none">• Experience of working with the police and other government agencies• Experience in working in a cross-cultural setting
Skills/Abilities	<ul style="list-style-type: none">• Ability to organise and make things happen• Advanced IT skills• Ability to communicate clearly, assertively and diplomatically• Project Management skills• Be solution-oriented with proven analytical and problem-solving skills• Ability to persuade and influence at all levels in order to deliver results	<ul style="list-style-type: none">• Diverse language skills

	Essential	Desirable
Personal Qualities	<ul style="list-style-type: none"> • Desire and ability to deliver targets/outcomes • Passionate to do whatever you can to combat modern day slavery • Adaptable – with a desire to learn and pioneer • Love working as part of a team • Results driven and a self-starter • Listening Skills • A commitment to continuous learning and improvement • Flexibility and willingness to work anti-social hours 	
Other	<ul style="list-style-type: none"> • Some travel within relevant 'source countries' and in line with operational needs will be necessary • Regular travel across the UK is necessary • All roles require a DBS check 	



Information for Applicants

Job Title:	European Operations Coordinator
Reporting To:	Director of European Operations
Contract Type:	Permanent
Location:	London Office (with hybrid home working)
Salary:	£31,500
Working Hours:	Full Time (37.5 hours per week). For this role we are open to discussing the possibility of reduced hours, flexible start and finish times, or compressed hours.
Annual leave:	25 days pro-rata + statutory bank holidays + birthday leave
Benefits:	<ul style="list-style-type: none"> • Workplace pension scheme • Death in service • Private health care
New staff service:	6 month probationary period

How to apply:

All applicants must have the right to work in the UK.

To apply for this role, please send your full CV and a covering letter of no more than 1,500 words setting out your suitability for and interest in this post. Your covering letter should **explicitly address the candidate requirements outlined above**. Interviews will be scheduled as applications are received. The closing date for this role will be on or before 6th June 2022.