



Human Rights Funders Network Head of Program Operations

ABOUT HUMAN RIGHTS FUNDERS NETWORK

Founded in 1994, Human Rights Funders Network, is a global network of almost 460 grantmaking institutions across 70 countries committed to advancing human rights through effective philanthropy. Our members include more than 1,800 staff, consultants and trustees of private, corporate, and public foundations, community giving programs, women's funds and philanthropic advocacy and support organizations. As a global collective of human rights grantmakers, we aim to assert leadership in the Global South, North, and East by elevating our strategic vision through anti-racist communications and philanthropic advocacy.

HRFN is fiscally sponsored by the Proteus Fund who partners with foundations, advocates and individual donors to advance democracy, human rights and peace.

The Opportunity

The **Head of Program Operations** reports to the Deputy Director and works closely with HRFN's Global Communications and Philanthropic Advocacy Officer, HRFN's team at large, shares supervisory duties of HRFN's Administrative Assistant, and manages 3rd party contractors and consultants to oversee all operational aspects of HRFN's programming. The Head of Program Operations, owns and is responsible for the technology HRFN uses to deliver its varied global programs, including website management, podcasts, online interactive meetings, HRFN's virtual and in person annual Global Assembly, PhilanthroLabs, and working groups. The position is also responsible for maintaining and updating HRFN's database (currently salesforce.com) that tracks activities, payments, research data, and information of members and participants in HRFN events. The position also supports HRFN's fundraising and communications/marketing work including outreach, membership renewal and acquisition, prospect research, and donor solicitation. Finally, the position is responsible

to oversee the internal tools that the organization's globally dispersed remote team uses for productivity and communication.

This position is virtual and can be based worldwide.

ESSENTIAL FUNCTIONS

- **Organizational Operations:**
 - Lead HRFN's policies and practices for operational alignment, including IT, HR, and project management systems.
 - Ensure strong operational alignment between key areas of work (research, global philanthropic advocacy, dues-paying member strategies, outreach and communications, and outreach to allies and movements), including through oversight analysis of databases/CRMs.
 - Oversee 3rd party vendors providing internal communication, and productivity tools and IT support for staff.
 - Ensure that a global dispersed and remote staff has the tools needed to collaborate and that internal and external technology and communications are digitally secure.

- **Program Operations:**
 - Lead, implement, and manage the technology HRFN uses as part of its global and multilingual philanthropic advocacy and communication strategy. This includes group chat communication, online and in person presentation tools and other interactive communication technology, such as Slack, Miro, Blue Jeans/Zoom, YouTube, Facebook Live, etc.
 - Provide technical support and leadership to ensure HRFN's programs run smoothly, including its multilingual podcasts, online interactive dialogues, HRFN's virtual and in-person annual assembly, monthly Lit Talks, PhilanthroLabs, member-directed online working groups, and partnerships with affinity groups and other institutions.
 - Oversee 3rd party vendors responsible for implementing and maintaining the technology used for the HRFN's website, and its multilingual social media channels, including Facebook, Instagram, Twitter, etc.
 - Support HRFN's global communications to deliver state-of-the-art public information efforts including visualizations of HRFN's research and analysis in support of human rights activists and philanthropy.
 - Manage the HRFN's master program calendar with all global Communications, Research and Advocacy Programming and ensure the needed technology is available for each event.
 - Work with HRFN's Global Communications and Philanthropic Advocacy Officer, Head of Research and Administrative Assistant on programming and logistics of any in-person and online events and conferences, including HRFN's annual assembly.

- **Member, Donor and Collaborator Operations and Outreach**

- Manage the HRFN's Salesforce database and other tools used to track dues paying members, grants, and collaborators of HRFN's activities. Implement the necessary changes to the database to support HRFN's revamped approach to increase HRFN's members and network strategy globally.
- Work with the Deputy Director in charge of fundraising to develop and support marketing outreach, members' renewal and acquisition, prospect research and foundation solicitation.
- Lead quarterly membership analysis and discussion on the makeup and network participants and members to help measure the effectiveness of HRFN's membership, outreach, and network strategy.
- Oversee the annual planning and ongoing processing of membership dues and individual donors support, ensuring that membership applications and payments are processed accurately, in a timely manner, and in accordance with HRFN policies and procedures.
- Oversee donor grant reporting timelines and requirements and the compilation and submission of grant proposals, as well as interim and final grant reports.

Candidate Profile

The **Head of Program Operations** will be committed to the mission and values of a progressing international social justice organization, and to the principles of human rights. They will have strong written and oral communication skills and fluency in English and a second language (French, Spanish, Portuguese or Arabic). They will be results oriented, problem solvers who can multitask and can make decisions while paying attention to the small details. They will have strong technical proficiency in remote meeting software such as Zoom, Blue Jeans, and Google meet. They will be proficient in digital communications, new technologies, and digital security practices (Google Suite, Slack, Asana, Miro, Microsoft Word, Excel, PowerPoint, and Adobe programs) and they will have familiarity with videography and/or video editing software. They will be knowledgeable of open source based solutions. They will have advanced Salesforce skills. They will be experienced in social media technology including Facebook, LinkedIn, Instagram, SnapShot, and YouTube, among others.

Additional Requirements and experience include:

- Project management
- At least 7 years of experience with operations of global organizations (philanthropic preferred), and communications technology
- Knowledge of human centered design thinking and participatory methodologies
- Strategic planning and evaluation
- Master's Degree in Social Sciences and/or relevant field

Compensation

The salary range for US based candidates is US\$82,000 to \$98,000/year.

HRFN will ensure that candidates outside of the US are offered fair and equitable salary and benefits related to their area of residence.

Benefits

- Medical and dental benefits for employee and eligible dependents available on first day of work.
- Retirement savings account (401K) with organization contribution of 10% of annual salary.
- Three weeks paid vacation in the first year of work, four weeks in the subsequent years
- Fifteen sick days per year
- Three personal days per year
- Twelve paid holidays
- Professional development initiatives for growth
- Paid Family Leave

To apply

For consideration, please submit a cover letter, resume, and three references (emails and phone numbers) by **October 31st, 2020** to jobs@hrfn.org with “Head of Program Operations” as subject line.