

Senior Team

Coordinator

Job Application Pack

Applications accepted on a rolling basis

Dear applicant,

Thank you for your interest in applying to work for Glitch!

At Glitch, we care deeply about our team, and the work we do together. Our organisation was borne out of frustration and lived experience, but with the knowledge and ambition that both tech companies and we as citizens can and should do better online.

Since 2017, we have firmly placed women's online safety and digital citizenship on the map, by bringing awareness to the problem but also solutions. More is being done to help centre the online experiences of women and those with multi-intersecting identities.

At Glitch, you will be expected to do the work and do it well, but we don't buy into the idea that in order to succeed, work should equal burnout. We invest in personal and professional development; we believe in boundaries and practising both individual and collective self-care. This is all vital in order to achieve our ultimate mission: ending online abuse.

We're a Black-founded, tiny start-up charity, expanding as both the subject matter and our methodology gains recognition and support around the world. With our ambitious plans taking shape, this is a very exciting time to join Glitch. You will be part of an internationally acclaimed organisation, helping to support us in our future developments and direction. This application pack has all the information you need to consider if this role and organisation is the right fit for you, to put in a strong application, and of course to actually apply.

I look forward to learning more about you during the recruitment process, and send you very best wishes!

Seyi x

Seyi Akiwowo

Founder and CEO

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Details of how to apply for this role are at the end of the document.

About Glitch

Glitch is a UK based charity committed to ending the abuse of women and marginalised people online. Through workshops, training, reports and programmes, we equip our intersectional community to become the digital citizens we need in the world today. From grassroots to systemic change, we advocate for an online world that is a safe space for all. Glitch was founded in 2017 by Seyi Akiwowo, a former politician and Digital Leader of The Year 2019. We focus our effort on three key areas:

Awareness, Advocacy and Action. In four years, Glitch has:

- Delivered bespoke **workshops** on digital citizenship, self care, safety and self defence to over 4000 people
- Launched our first [Glitch Digital Citizenship Toolkit](#) - a free downloadable resource outlining how everyone can play their part in ending online gender based violence which has been downloaded by over 1000 people across the world. Also, launched [Glitch Toolkit 2.0](#) - a free e-resource for Black women, non-binary people and allies
- Presented at **38th United Nations Human Rights Council** on Online Violence Against Women
- Developed partnerships with leading organisations, such as **Amnesty International, Digital Action, European Women's Lobby, Change.org, The End Violence Against Women Coalition** and the **Anti-Semitism Trust**
- Launched a [Black Lives Matter Online Too](#) campaign and petition which has led to working with Twitter to support its users on digital self-care

- Invited to join both **Twitter** and **TikTok's Trust and Safety Council** and to give evidence at the **House of Lords Digital Committee on Freedom of Expression**

Job Description

Role: Senior Team Coordinator

Reports to: initially Seyi Akiwowo, Founder and CEO; the postholder will report to COO when in post in Nov 2021.

Responsible for: All team coordination, internal communications, diary management of CEO and supporting delivery of our action pillar

Roles Managed: volunteers and future policy roles

Salary: £25-29k dependent on experience

Pension: 3% employer and 5% employee pension contribution

Working pattern: Full time, remote and flexible working available- option of working 4 days per week (heavily encouraged as an organisation)

Contract: Permanent

Holiday: 28 days including Bank holidays and 3 days over the Christmas period. After three years continuous service you will be entitled to two extra days annual leave for every completed year of service, up to a maximum of 10 extra days of leave.

Employer: Glitch (Charity Number 1187714)

Hiring Manager: Seyi Akiwowo

Place of Work: Remote working with some travel required for in person meeting once restrictions lifted

Benefits: Our team's mental health and wellbeing is a top priority. We aim to support creating an environment where everyone can bring their best selves by creating an open culture through regular check-ins, group meditation sessions. You will have full access to Health Assured. We also have a supportive parental leave policy and are developing a new flexible working policy.

Role Overview

With our ambitious plans taking shape and the entire world waking up to the urgency that is online abuse it's a very exciting time to join Glitch- an organisation with national and international acclaim. The Senior Team Coordinator is a pivotal role in the growing Glitch team and our mission to make the online space safe for all. This postholder is responsible for team and project communications, improving internal communication, diary management of the CEO and COO as well as supporting the delivery of our comms and workshop, resources and community building strategy.

The Senior Team Coordinator is a key role in supporting the Glitch team in achieving its development goals of 2021-22. This person will play a significant role in establishing Glitch as a sustainable charity. This role would suit someone able to multitask, have attention to details and is highly organised with the ability to manage competing priorities. This role is for someone who is keen to broaden their skills with operations and delivery as well as develop their project management skills. Glitch is an ambitious charity that is developing and growing. We're looking for somebody innovative, agile, proactive, extremely strong on processes and systems and open to develop and learn with the organisation.

The Senior Team Coordinator should have an understanding and passion for intersectional feminist values and be deeply committed to diversity and equality in society.

Role Responsibilities

Team Coordination - Central Operations 40%

- Working closely with the Finance Manager to coordinate specific finance processes including invoicing, expenses and preparing grant applications
- Supporting general administration requirements for the team and internal communication
- Working with the COO to design, develop and implement a series of systems and processes to support the delivery of operational outcomes
- Supporting the organisation to stay legally compliant in line with Data Protection legislation, HMRC, Companies House and Charities Commission
- Arranging and coordinating team meetings, events, away days, and when required, take notes of actions using Asana and Notion

- Maintaining organisation records (Bright HR), monthly KPI tracker (Excel) and records of grant applications, donors and funders on database (Beacon)

Team Coordination - Communication 15%

- Managing the central inbox, responding to emails and delegating emails to team members where appropriate
- Supporting on communication administration including newsletter production, social media scheduling and website updates (Wordpress)
- Proofreading, editing documents, formatting presentations as per Glitch brand guidelines

Team Coordination - Workshop, Resources and Community Building 20%

- Assisting with research and information gathering for grant applications
- Assisting with coordinating workshop bookings and updating workshops
- Assisting with collating monitoring, evaluation and learning data
- Delivering workshop for our community and corporate partners

Executive and Governance Support 25%

- Supporting the COO in producing and compiling Board papers, finance documents and minutes in advance of meetings Board and subcommittee meetings
- Maintaining and updating Trustee information and records
- Supporting Chair and CEO in timetabling of governance meetings
- Supporting with Board training, development and recruitment
- Support the Executive team's (CEO and COO) diary
- Supporting the CEO and COO in Business development including web research to identify potential partnership opportunities

Person Specification

Essential

- Ability to manage multiple priorities and tasks and keep up-to-date with different schedules and developments
- Proven skills in organisational administration, prioritisation, team coordination, project support, executive and governance
- Experience in support the team to work together and deliver towards KPIs and strategic goals
- Experience of influencing internally and aptitude in decision-making and problem-solving skills

- Outstanding communication skills - , online, on the phone and in person
- Proofreading skills, including accuracy and great attention to detail
- Experience of working with a Board of Trustees, taking Board and team meeting notes and producing timely minutes
- Excellent digital skills and comfortable working with new systems, apps and using social media platforms for professional purposes
- Self-motivated, with the ability to work remotely , independently under own initiative and when to ask for support
- Highly adaptable with a willingness to work in a way which is agile and flexible to the needs of the team and the organisation
- Previous work experience in a small charity or start-up.==
- Understanding of and sympathy with the aims and objectives of Glitch and a commitment to learning, listening and personal development
- Commitment to intersectionality and Equality and Diversity principles
- The right to work in the UK

Desirable Experience

- Knowledge of HR & CRM systems including Beacon, Xero, Notion and ASANA
- Previous experience of working in project management, administration or finance roles.=
- Experience with Canva or other design tools
- Experience using social media scheduling tools including Later
- Experience of website administration using Wordpress
- Experience in writing content for multimedia platforms
- A strong awareness of current affairs

Our Vision and Values

Our Vision

Our online space is a safe and inclusive arena for all digital citizens to participate. Our online community is as important as our offline one, which is why people, institutions and businesses need to play their part in creating a safe online world. Everyone should feel confident and equipped to engage in online

and offline spaces - particularly those disproportionately affected by discrimination, including women and girls.

Our Mission

To awaken a generation of digital citizens equipped to create and demand safe online spaces for all.

Our Values

- **Collaborative:** We're building an active community to help us achieve our goals. We can't do it alone, we need consensus.
- **Dynamic:** The needs of the digital community are constantly evolving. We have to stay ahead of the curve.
- **Trusted:** We're specialists within our field. We're a trusted source of information and expertise.
- **Self care:** We understand that we have to take care of our own wellbeing first. We prioritise our own wellbeing so we can help others effectively.
- **Brave:** As an independent charity we're not afraid to go against the grain or to challenge institutions, agencies and big business.
- **Empowering:** We equip people with the tools to have greater agency over their online usage.
- **Inclusive:** We have a human rights and justice framework for our work. We strongly believe online abuse and effective solutions to systemic issues need to be seen through an intersectional lens.
- **Progressive:** While helping to build the future we all deserve, it's important to have a reflective and reflexive approach to our operations and delivery as a charity.

Our Organisation and Community Culture

Glitch is a **rally activist**. Yes, we're a registered charity, but we're also a group of activists who want to get people to rally around eradicating online abuse and make the world safe. We want more people to care and prioritise making online spaces safe for all.

Glitch is a **thoughtful leader**. We are paving the way for digital citizens and inspiring others to join us in this critical mission. Our authority is considered - we don't make brash comments or hollow promises. Our empathy is what brings people in.

Glitch is a **relatable storyteller**. We're part of the online world and we speak and act in a way which is familiar, engaging with our community in an everyday, easy to understand tone. We tell stories, either from our own experiences or those of others (but always with permission), so we can show - not just tell

- how important the work we're doing really is.

Application Questions

You will need a Gmail account for this.

Do you have the right to work in the UK? (Yes/No)

Please see Glitch's vision and values in our application pack. Our organisation and community includes feminists from a range of backgrounds and all genders, centring the voices and liberation of people who experience online gender based violence. Does this align with your values? (Yes/No)

Initials (We prefer to sift applications anonymously. Please use your initials rather than your name and please remove your name from your CV and supporting documents)

Email address:

Phone number:

You and Glitch. Why are we such a great fit? (200 words):

Please tell us about your experience of supporting a large team or a completed a complex project with multiple and different deliverables. What impact did you have? What skills did you contribute? How did you motivate them? What could you have done differently if given the chance? (500 words)

What is the most significant communication failure you have been responsible for? What were the learnings? (300 words)

Submit your CV (We prefer to sift applications anonymously. Please use your initials rather than your name and leave identifying details such as email addresses off your CV):

For Equality Opportunity Monitoring (optional):

How would you describe your gender?

How would you describe your race?

How to Apply

Applications are accepted on a rolling basis.

Only applications sent via [this application link](#) will be accepted. You will need a gmail account to sign in and receive a copy of your application. Please remember to attach your CV and on your CV include contact details of two references.

You can watch a replay of a previous online recruitment session [here](#) - this includes a short presentation about Glitch, the team, our work and our open roles (note: some roles mentioned here are now closed - all open roles are listed on our website).

We prefer to sift applications anonymously. Please use your initials rather than your name and leave identifying details such as email addresses off your CV.

Please note that to keep our recruitment process open and fair, we will not negotiate salaries outside the advertised range.

Please note that, as we receive a huge volume of applications, only short-listed candidates will be contacted. Position remains open until filled.

The Recruitment Process

Our recruitment process aims to see candidates at their best. That's why we set out the process from the beginning. We will ask you to show your skills, not just talk about them—through examples of your work or an exercise.

We start with a 30 minute initial phone (not video) interview with the hiring manager Seyi Akiwowo. This will focus on your experience and application questions. Preparation is not needed.

The second interview will be a values and part 1 competency based interview, based on the person specification. More information will be provided in the interview invitation.



Before your appointment you may also meet again with the CEO. During the process, we will ask to talk to referees including people you have previously managed. We will update you with as much notice as possible if we have to adapt our recruitment process.