

BLAVATNIK SCHOOL OF GOVERNMENT

Job title	Community Manager for Oxford Covid-19 Government Response Tracker
Division	Social Sciences
Department	Blavatnik School of Government
Location	Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG
Grade and salary	Grade 7: £32,817 - £40,322 per annum
Hours	Full time
Contract type	Fixed-term until 30 June 2022
Reporting to	Executive Director (OXCGRT)
Vacancy reference	151848
Additional information	The closing date for applicants is 12 noon (UK time) on Friday, 23 July 2021. The post is available effective immediately.

The role

The Blavatnik School of Government is looking for a talented Community Manager to join the [Oxford COVID-19 Government Response Tracker project \(OxCGRT\)](#), and take our impact to the next level.

This is an exciting role at the centre of our team, reporting to the Executive Director. Part community organiser, part operations manager, and part team leader, the post holder will be responsible for all aspects of the most valuable part of our project: our global network of data collectors and our system of working with them.

Since March 2020, almost one thousand volunteers have contributed 2.5 million data points to the OxCGRT dataset (with around 200 active members in our community at any point in time). Our biggest task as a team is managing the pipeline of recruitment, on-boarding, task allocation, and retention of people in this thriving community. The post holder will manage this work: planning ahead and allocating resources to help us meet our performance goals (keeping the dataset up to date).

This role is about growing, engaging, and institutionalising our global community. We are looking for someone with experience managing projects that are delivered by



large groups of people – engaging people and fostering a sense of community. We also need someone that can manage complex teams – the post holder will directly manage a number of staff, as well as our network of hundreds of global data collectors. Every week we have to collect around 90,000 data points to stay at the frontier of this global pandemic.

Launched in March 2020, the OxCGRT is a pioneering tool that tracks and compares how governments have responded to the coronavirus pandemic around the world. The tracker systematically records government responses worldwide on several policy indicators such as school closures, testing, stay-at-home requirements, and travel restrictions. The OxCGRT dataset is used by governments, researchers, journalists, and NGOs around the world. Our work has been featured in (among many others) the New York Times, Financial Times, BBC, Al Jazeera, National Geographic, and the Washington Post. And our team regularly advises governments and international organisations, including the UN OHCA, the World Health Organization, the UK government and the US CDC.

Responsibilities

Work with the Executive Director to:

- Lead the operational management and organisation of the project's global data collection effort, including management of close external partners and several hundred volunteer data collectors;
- Manage several of the project's Research Assistants, including delegating work and overseeing their personal development (e.g. via probation and annual review processes);
- Build systems and organisational processes that fosters a sense of community among a globally distributed team;
- Lead the OxCGRT's volunteer contributor recruitment strategy, building and developing professional networks (both internally and externally) to recruit intelligent, motivated, data collectors. Often this will require optimising recruitment goals across the several disaggregated sub-teams of the OxCGRT;
- Oversee weekly task allocation across the OxCGRT network of hundreds of volunteer data collectors, managing individual workloads and developing systems for use by sub-national team-leads and external partners;
- Develop induction and training materials for new volunteers, as required, overseeing volunteer on-boarding and training;
- Be the main point of contact for the OxCGRT's community of contributors;
- Cultivate a positive and supportive atmosphere by recognising volunteer efforts.
- Manage communication among OxCGRT's network of volunteers and close external partners to share news and progress;
- Oversee and improve the OxCGRT's volunteer management pipeline, increasing conversion (from expressions of interest to active volunteering) and long-term retention (beyond 3 months);
- Maintain a database of volunteers across the OxCGRT work streams (including those managed by our external partners) and track progress, proposing changes to organisational strategy as appropriate;
- Create role descriptions for all volunteer positions and liaise with relevant teams to ensure University policy is being followed;
- Ensure the OxCGRT data review processes lead to a high-quality data product, with good assurance of accuracy;

- Deputise for the Executive Director, as appropriate.

Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and we will contact the referees you have nominated. You will also be asked to complete a health declaration (so that you can tell us about any health conditions or disabilities so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the [candidate notes on the University's pre-employment screening procedures](#).

Selection criteria

Essential selection criteria

- Experience independently managing complex projects, including co-ordination of numerous recruits (staff or volunteers);
- Proven success managing and motivating a team of individuals;
- Outstanding verbal and written communication skills, and excellent interpersonal skills, including the ability to establish and maintain strong working relationships;
- Evidence of a personable and diplomatic approach employing tact, discretion, and initiative in dealing with a diverse range of people, including senior external stakeholders;
- Excellent problem-solving skills, with the ability to identify potential issues and take initiative to improve and change strategies, as needed;
- Effective planning, organisational and time management skills, with the capacity to handle multiple projects and conflicting deadlines;
- A flexible can-do approach, self-motivation, resilience and a willingness to adapt to the changing needs and priorities of the project;
- Interest and skill in building thriving communities.

Desirable selection criteria

- Experience in community organising or other volunteer management;
- Experience in large-scale recruitment or similar external facing HR-related roles;
- A university degree in a subject relevant to the project;
- Research experience or professional experience in policy-making, preferably with relevance to COVID-19;
- An understanding of effective recruitment, training and retention strategies, and HR best practice.

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

More information about the University of Oxford can be found on [the University's 'Organisation' webpage](#).

The Blavatnik School of Government

Our vision is of a world better led, a world better served and a world better governed. We are a global school committed to improving the quality of government and public policymaking worldwide, through three routes: teaching current and future leaders; applied research; and engagement with government and practitioners.

The School was founded in 2010. We accept around 120 MPP (Master of Public Policy) students and five doctoral students a year.

The Blavatnik School of Government holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

You can find more information on the [Blavatnik School of Government's website](#).

How to apply

Before submitting an application, you may find it helpful to read the '[Tips on applying for a job at the University of Oxford](#)' webpage.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely based on how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from the [University's Recruitment support webpage](#). To return to the online application at any stage, please go to the [University's Job Search webpage](#).

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see [the University's Privacy Notice for Job Applicants](#).

The University's Policy on Data Protection can be found on the [University's data protection policy webpage](#)

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained on the [University's 'Leaving employment: The EJRA' webpage](#).

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures. Details on the procedure can be found on the [University's 'Leaving employment: The EJRA' webpage](#).

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of [employee benefits and discounts](#) also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums.

University Club and sports facilities

Membership of the University Club is free for all University staff. The [University Club](#) offers social, sporting, and hospitality facilities. Staff can also use the [University Sports Centre](#) on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the [University's Welcome Service website](#) includes practical information about settling in the area, including advice on relocation, accommodation, and local schools.

There is also a [visa loan scheme](#) to cover the costs of UK visa applications for staff and their dependents.

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to [My Family Care](#), a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives.

Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries. Full details, including how to apply and the costs, can be found on the [University's Childcare Services website](#)

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. Further details on the support for disabled staff, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, can be found on the [University's Support for disabled staff webpage](#).

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information on the [University's Equality and Diversity Unit 'Networks' webpage](#).

The University of Oxford Newcomers' Club

The [University of Oxford Newcomers' Club](#) is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area.