

# Hiring: Business Operations Associate

[60 Decibels](#) is a tech-powered, impact measurement company that makes it easy to listen to the people who matter most. We've been in business as an independent entity since early 2019, when we spun out of the global Impact Investor [Acumen](#).

Our firm belief is that the best way to understand social impact is by talking to the people experiencing that impact. It sounds obvious when you say it, but that is not the typical practice for many impact investors, corporations and foundations working to create social change.

We collect social Impact data directly from beneficiaries (customers / employees / suppliers) via a network of 800+ trained researchers in 60+ countries. We do it quickly and without some of the fuss typically associated with measuring impact. Our researchers speak directly to customers to understand their lived experience; and our team turns all this data into benchmarked social performance reports, with accompanying insights, to help our clients demonstrate and improve their social performance.

By making impact measurement simple and scalable, we not only enable organizations to make improvements in the products and services they've designed to serve beneficiaries; but also help transform what it means to credibly measure impact, ensuring that the voices of those who matter most are always part of the story. **If you're similarly passionate about our mission and excited about the opportunity to help grow a dynamic business, we're looking for a Business Operations Associate to work directly with our Managing Director.**

**About the role:** This is an operations, strategy, project management, implementation, make stuff happen role. You will work directly with our Managing Director (Kasia) of Services to make all aspects of our service delivery more efficient and higher quality. You will be expected to pick up all nature of ad-hoc tasks and lend a hand to administration too (no one is above it!).

Specifically, the Business Operations Associate will:

- Support the Managing Director (MD) of Services in forecasting revenue and resourcing needs and tracking progress against forecast, including designing and generating weekly and monthly KPI dashboards.
- Work on specific initiatives to improve the quality of our deliverables, for example: designing and testing new ways to share insights with clients (videos, infographics), supporting on the roll-out of quality-assurance initiatives.
- Support in building the infrastructure underpinning our work, including a content library of our survey questions, aligned to globally recognized standards and initiatives such as the Sustainable Development Goals (SDGs).
- Support on product development experiments. This isn't product development in the tech sense, rather how our impact measurement approach is designed, positioned and adapted in relation to this fast-moving sector.

- Work cross functionally, specifically with our Operations team and Software Engineers to trouble-shoot, design, and support with the roll-out of new initiatives that make our work better.
- Support the MD in ad-hoc tasks as needed, ranging from preparing Business Development material for prospective clients, team administration, reviewing job applications, and anything and everything that the MD has on her plate.
- Represent 60 Decibels at external meetings and events.
- Model our company values

**About You:** First and foremost, you bring compassion and dedication to this work because it matters to you. More broadly this role is for someone with a proactive rather than reactive disposition; someone happy to manage uncertainty and work independently if needed. You will be great at generating ideas, and letting go of many of them too (i.e. you're not too precious); you err toward "yes, and..." rather than "no, but...".

You have an eye for detail, thrive in an environment where you are juggling multiple things at once, and take personal accountability seriously: i.e. when you say you're going to do something, you do it. You're a natural problem-solver and builder. You like to run experiments, and love beautiful design. Other characteristics that will help you succeed in this role and be a great cultural fit, are authenticity, a sense of fun and a 'roll-up-your-sleeves-and-jump-in' attitude.

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We also expect that most candidates will have had the following experiences / attributes. If your experience set differs, but you think you're the right person for the job, say that in your application.

- 3-6+ years experience in consulting, start-up, impact investing or corporate environment, working across a variety of projects / teams, ideally across functions.
- A natural affinity towards data, and high level of proficiency with analysis: you see a dataset and straight away envision how it can be presented to make it easy for the audience to understand and take action based on it.
- An orientation towards, and passion for, 'client-delight': you are always asking yourself 'what can we do to improve our customer/client experience?'
- Excellent PowerPoint and Excel skills. High levels of comfort with new technology and software (e.g. we use Airtable and Qualtrics extensively and are often testing new platforms).
- Superb communication skills, both verbal and written.
- Great core skills of problem solving, teamwork, and project management. And great soft skills, plus the understanding that they're not really "soft" at all
- Knowledge and passion about supporting business to tackle global challenges.

- Comfort in a fast-paced, entrepreneurial environment; awesome ability to prioritize and manage multiple workstreams; general interest in and orientation to technology

## Interested in applying?

**Deadline:** Candidates are encouraged to apply early, as applications will be reviewed on a rolling basis.

**Location:** The Business Operations Associate will join the team in our London office and will need to possess all the existing requirements to work in this location.

**Compensation:** 60 Decibels offers a competitive salary and benefits package and the opportunity to work in a flexible, fun and supportive environment.

**Application:** To apply please fill out [this application form](#) where you will be asked to upload:

1. Your resume
2. A concise response to two questions. You can submit either a short video response to each question (2-3 minutes) or a short written response (in PDF form). The questions are:
  - a. Tell me your story: where are you coming from, what you've done in the world that you're passionate about (in work or otherwise), your ambitions for your future, or whatever else you think is relevant in explaining who you are.
  - b. Why do you think you are a good fit for this role? What are the unique strengths you bring, and what are your weaknesses?

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We're excited to hear from you!

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> Visit our website at [60decibels.com](http://60decibels.com).

> Read about our team values [here](#).