

Role Description

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| Job title: | Operations Administrator (part-time 0.5 FTE) Salary circa £20k pro-rata. |
| Reporting to: | TBC |

Purpose and scope of role

The Operations Administrator is a central role to the organisation, with responsibilities in each of the areas of:

- office management, administration and HR assistance
- customer-facing responsibilities, around training and events
- minute taking, supporting the Board and its committees.

Primary responsibilities

Office management and administration

- Supporting the effective and smooth running of the organisation day-to-day.
- Contributing to the recruitment process for new staff.
- Analysing and reporting information to colleagues and the senior management team, as required.
- Providing support to the finance function, as required.
- Welcoming, managing and liaison with guests, visitors and providers of training.
- Minute taking and distribution – board, nominations and remunerations committee, team and operations meetings.
- Ordering stationery.
- Invoicing – raising invoices for suppliers and clearing invoices for payment.

- Management and distribution of petty cash.
- Raising purchase orders (when required).
- Refreshing office catering supplies.
- Organising catering for in-house events e.g. Board meetings, as required.
- Supporting the operations manager with the organisation of training and other in-house events.
- Dealing with office based room booking requests.
- Mail distribution.
- Operating the telephone switchboard.
- Dealing with email enquiries.
- Supporting with the administration and organisation of external training courses.

| Person Specification | | |
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| | Essential | Desirable |
| Knowledge | <ul style="list-style-type: none"> • Operations and administration | |
| Qualifications | <ul style="list-style-type: none"> • Microsoft applications • Good English & Maths | <ul style="list-style-type: none"> • Administration NVQ 2 /3 or equivalent |
| Skills | <ul style="list-style-type: none"> • Good interpersonal skills • Attention to detail • Basic finance e.g. invoicing and petty cash • Very good IT skills and the ability to use a range of different applications | <ul style="list-style-type: none"> • Finance software |

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| <p>Experience</p> | <ul style="list-style-type: none"> • Working in an office environment • Taking notes and minutes • Basic finance tasks e.g. petty cash, invoicing • Supporting internal and external meetings with catering etc. | <ul style="list-style-type: none"> • Providing secretariat to a Board and its committees |
| <p>Other</p> | <ul style="list-style-type: none"> • Proactive and results oriented, keeping up to date with the company's products, services and campaigns • Creative, with a passion for digital content across all platforms • Ability to travel to various settings across the county • Ability to work as part of a team and on own initiative • Flexible attitude to work, including willingness to work evenings and weekends if required (time off in lieu offered) • Clean driving licence | |