

Position: Operations Assistant

Reports to: Head of Finance and Operations

Location: Hybrid arrangement

Contract: Part-time, Fixed term contract (6 months)

Salary: £28k

Start Date: May 2025

Purpose

We are recruiting a proactive and organised **Operations Assistant** to support our Operations, HR, Finance and Business Development functions. This new junior role focuses on ensuring the smooth running of day-to-day organisational systems and processes following internal restructuring.

The Operations Assistant will help manage internal systems, assist with finance and HR administration, maintain operational records, support business development processes, and coordinate basic IT and facilities support.

Key Responsibilities

1. Operations and Facilities Support

- Act as the first point of contact for staff operational queries.
- Liaise with external office providers, suppliers, and serviced office facilities.
- Manage mail handling, courier coordination, staff passes, and supplies.
- Track and manage IT equipment (laptops, chargers) and liaise with external IT support for escalations.
- Support the safe disposal of IT equipment according to GDPR and environmental guidelines.

2. IT, Systems and Knowledge Management

- Set up new starter access to systems (Google Workspace, CMAP, Travelperk) and maintain access records.
- Provide first-line basic IT troubleshooting (password resets, access issues) before escalating.
- Maintain structured filing systems on Google Drive / SharePoint for knowledge management.
- Keep templates, policy folders, and key compliance documents organised and up-to-date.

3. Mailbox and Communication Support

- Monitor shared mailboxes (e.g., contact@, finance@), triaging and forwarding emails appropriately.
- Maintain clear filing and tracking of communications linked to operations, finance, and BD activities.

4. HR Administration Support

- Assist the HR Manager with recruitment administration (posting adverts, scheduling interviews).
- Coordinate onboarding and offboarding activities (setting up system accounts, collecting equipment).
- Update HR records including absence and holiday tracking, and staff information changes.

5. Finance Administration Support

- Organise and code supplier invoices for processing by the Finance team.
- Collect credit card receipts and support reconciliation.
- Support the maintenance of purchase order and client invoicing trackers.

6. Business Development (BD) Support

- Update CRM systems (e.g., CMAP) with new opportunities, BD wins and losses.
- Support document formatting and preparation for tenders and proposals.
- Maintain organised records of contracts, proposals, and associate agreements.
- Support basic BD reporting from CRM data as needed.

7. General Administrative Support

- Assist with preparing templates, reports, and tracking sheets.
- Provide ad hoc administrative support to the Head of Finance and Operations, HR Manager, Finance, and Business Development teams.
- Assist with the coordination of internal team events, including booking venues, organising food/catering, preparing materials, and managing event logistics.
- Provide ad hoc support to the Senior Leadership Team (SLT) on administrative tasks, internal coordination, meetings preparation, and operational projects as required.

Person Specification

Essential:

- Strong organisational and administrative skills with excellent attention to detail.
- Ability to manage multiple priorities and deadlines effectively.
- Good written and verbal communication skills.
- High level of discretion and confidentiality handling sensitive information.
- Confident using Microsoft Office and/or Google Workspace (Docs, Sheets, Drive, Gmail).
- Willingness to learn new systems, CRM platforms, and basic IT troubleshooting.
- Positive, proactive attitude with a flexible approach to tasks.

Desirable:

- Previous experience in administrative, operations, HR, finance or business support roles.
- Familiarity with CRM systems (e.g. Salesforce, Kimble, CMAP).
- Interest in building a career in operations, HR, finance, compliance or business support.
- Experience supporting facilities, events coordination, or supplier management.

Key Attributes for Success

- Proactive, solutions-focused, and reliable.
- Comfortable using technology and willing to develop digital skills.
- Strong interpersonal skills with a collaborative mindset.
- Passionate about supporting a mission-led organisation and promoting an inclusive workplace culture.