

## Role Profile

Job Title: Operations Administrator

Location: (Hybrid) Award House, London

Reports to: Head of Operations

## Summary of Role

The Operations Administrator will work closely with the broader Operations team to provide centralised communication and administrative support, and effective coordination across all aspects of the work of the Operations team.

As this role is central to the work of the Operations team, the person will need to be proactive, organised, and able to juggle multiple tasks and deadlines. As well as being the key link between the Operations team and the Research and Communication teams, they will need to be able to work well with the wider organisation and provide excellent customer service to a variety of stakeholders globally. A key focus of the role will be to ensure data accuracy across a variety of platforms, drafting and coordinating centralised communications with Operators, and support reporting on the activities of the Operations team. The successful candidate will not only have strong administrative skills and experience but will also have strong experience within communications and/or research.

## Key responsibilities

### Communications:

- Coordinate central communications for all Operators including production of newsletters, sharing Award Community updates and annual reminders
- In conjunction with the relevant Senior Manager, plan and deliver the annual communications calendar for each Operator
- Being the key link between the Operations and Communications teams

### Centralised administration:

- Alongside colleagues, provide administrative services to the Operations team responsible for the management of all Operators.
- Maintain and report on the Annual Operations Calendar
- Coordinate Operations team meetings

### Data / reporting:

- Ensure data accuracy across various platforms, including but not limited to Salesforce, our website, and the Award Community (our online learning platform).
- Manage the structure and storage of records on the Shared Drive for the Operations team.
- Produce and share regular reports with the Operations Team and the wider Foundation.

### Licensing & quality:

- Fulfil the role of lead reviewer on licence reviews for all Operators.
- Support the Licensing team with coordination of licence reviews for all operators.

- Support the onboarding of new Operators including, but not limited to, issuing licence certificates.
- Support coordination of annual policy review.
- Support coordination of the Operator Annual Reporting process.
- Manage the coordination of the external activity provider processes and ensure the published list is accurate and up to date.

Operations/programme/growth:

- Support Operations Managers to process Award authorisations for IACs.
- Support the administration of Operator events including centralised coordination activities such as setting up virtual meetings, producing event calendars etc.
- Research new prospect Operating Partners.
- Support with the coordination of the three funds grants.

Misc:

- Provide support to the Research team through monthly management of the outcomes research survey results.
- Being the key link between the Research and Operations team.
- Undertake any other duties as may reasonably be required for the successful delivery of the Foundation's business objectives.

## Person Specification

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>Qualifications</b>	<p>Educated to A-Level/or equivalent</p> <p>Evidence of continuous professional development (CPD).</p>	Achieved bronze, silver or gold Duke of Edinburgh's Award.	Application Form & Qualification Certificates
<b>Experience</b>	<p>Demonstrable experience in an administrative role with multiple stakeholders</p> <p>Experience of collecting, collating and reviewing quantitative and qualitative data</p> <p>Experience of drafting reports and/or briefing documents</p> <p>Experience of online tools, communication and social platforms</p> <p>Experience of managing supportive relationships with stakeholders</p>	<p>Experience of working in the charity / not for-profit sector</p> <p>Knowledge and experience of the Award</p> <p>Experience using Salesforce</p> <p>Experience using Content Management Systems (CMS)</p>	Application Form & Interview
<b>Knowledge</b>	<p>Cultural awareness and sensitivity</p> <p>Knowledge of clerical and administrative procedures and systems such as filing, record keeping, report writing</p>	Knowledge of the International Award Foundation.	Interview
<b>Skills and Abilities</b>	<p>High level of written and verbal communication skills. Fluency in English.</p> <p>Strong organisational and project management Skills.</p> <p>Computer literate. Experience of Microsoft Office Suite</p> <p>Excellent customer service skills.</p> <p>Excellent attention to detail – able to spot errors and produce high quality work</p> <p>Strong problem solving and listening skills to help build a rapport with stakeholders and gain key information quickly</p>		Interview

<b>Circumstances</b>	<p>35 hours per week (Monday to Friday) with some flexibility required on or around the lead up to evening events.</p> <p>Must be willing to travel on behalf of the Foundation, sometimes with overnight stays. Overtime is not payable, though hours worked over and above standard contract can be taken in lieu of payment (in line with policy).</p> <p>Benefits (Some are applicable after probation period): 25 annual leave days (plus bank holidays), Private Medical Insurance, Death in service payment of 4x salary, Healthcare</p>
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