**Operations Co-ordinator**

**Job Description**

**Responsible to:** Operations Manager

Length of contract: Permanent (subject to continuance of funding)

**Salary:** £25,981 - £28,685 per annum

**Hours:** 37 hours

**Based at:** Accrington/ Hybrid Working (minimum of 2 days in Accrington Head Office)

**Annual leave**: 25 days plus bank holidays

**Job Overview**

Responsible for providing comprehensive operational support to ensure the day-to-day operations of Advocacy Focus run smoothly. The position will help manage and develop organisational infrastructure by assisting with operational activity. This role also works closely with the Senior Leadership Team (SLT) in evaluating current systems and aligning business objectives with strategy. The role supports specialist staff in the overall day-to-day operational administration including IT, human resources, building maintenance, health and safety, marketing, and finance.

**Main Duties and Responsibilities**

**IT Support**

* Set up new starters across IT systems and People platforms and train all personnel in use of IT and equipment. Monitor any issues and review processes in consultation with the People Manager and Operations Manager.
* Responsible for all organisational hardware and equipment and ensure that personnel have the kit they need and that it is fit for purpose.
* Ensure that all hardware and equipment are allocated asset numbers and are PAT tested and compliant with organisational requirements.
* Ensure that all internal operational processes that rely on IT i.e., JotForm or Evalu-8 are working effectively in support of our service delivery in liaison with the relevant ops department personnel.
* Liaise with existing and prospective equipment suppliers/providers to ensure efficiency in technology across Advocacy Focus offices, and supporting the Operations Manager with managing outgoing suppliers and contracts where we cease business.
* Oversee the implementation of new IT and Telecoms arrangements and developing and reviewing associated policies and procedure in conjunction with the Operations Manager and Services Director.
* Troubleshooting technical difficulties with equipment and escalating to IT support provider, if necessary.
* Support SLT in driving forward the organisation’s Cybersecurity agenda and implementing Cybersecurity practices across the team.
* Work closely with the Referral and Triage Team Manager in overseeing safe data transfer of new incoming contracts and outgoing contracts in conjunction with the Operations Manager and Services Director.
* To manage audio-visual equipment at team meetings and training.
* Test and evaluate new technology.
* To keep password storage systems up to date on SharePoint.
* Work with the Finance Administrator to secure cost-effective equipment solutions for the team and organisation.

**Health & Safety**

* Act as “Responsible Person” for Health & Safety in the organisation.
* Keep informed of relevant Health & Safety updates that may affect the organisation and take steps to ensure we are compliant with legislation and adhering to best practice.
* Ensure H&S Policy and Procedures are up to date and are reviewed and checked annually by SLT/Trustees.
* Carry out organisational risk assessments and consider how risks could be reduced. Escalate significant risks identified to the Operations Manager.
* Oversee Health & Safety annual inspections and completion of GAP analysis prior to audit.
* Liaise with external health & safety consultants for any queries or issues and ensuring that all our inspections remain relevant and up to date.
* Complete individual risk assessments for taking on young people for work experience.
* Set up desk layout for staff and complete DSE assessment and update IT Inventory log to show what kit was issued through DSE assessment (e.g. wrist rest).
* Represent Advocacy Focus in attending health & safety events and best practice groups.
* Ensure the organisation’s health and safety compliance when carrying out external events and activities.
* Escalate any health and safety matters that need to be considered at Board level to SLT to take to the Finance & Risk Subgroup.
* Ensure all office equipment is in good working order and assist with the maintenance of fixtures, fittings and upkeep.
* Carry out and effectively record regular office checks to ensure Health and Safety compliance in accordance with IOSH working safely and IOSH managing safely.
* Facilitate the display of H&S resources across all offices and regularly review and update content to contribute towards a safe workplace experience.
* Identify and facilitate any essential H&S and First Aid training for staff in liaison with the Training Manager.
* Ensure all staff, volunteers, students on placement and visitors receive building induction and are kept up to date of any changes.
* Arrange regular testing for electrical equipment and safety devices.
* Carry out regular fire alarm tests and drills at Head Office and inform staff what fire alarm tests are in place at other Advocacy Focus offices.

**Operations & Facilities**

* Sourcing new office premises/ workspace/ storage solutions and negotiating rates to fit the required brief as defined by SLT.
* Facilitation of any changes to company premises (including consulting relevant staff in conjunction with the People Manager).
* Ensure that there is sufficient staff cover across offices, where appropriate, and taking responsibility for the Operations Rota to cover Head Office.
* Liaise with building managers to resolve any issues and ensure compliance.
* Monitor utility usage & bills and identify and implement appropriate cost-saving measures where relevant.
* Drive forward the organisation’s commitment to ensuring environmental responsibility and sustainability by leading our organisation’s Environmental Task & Finish Group.
* To supervise and line manage student work experience and apprenticeships within the operations team, where deemed the most appropriate person.
* Oversee logistics for events and activities, including conferences.
* Take responsibility for all stationary orders to ensure cost effectiveness and office efficiency.
* Oversee all room/desk booking systems and ensure that the head office layout is working efficiently.
* Take responsibility for the efficient removal of confidential shredding and office recycling.
* Monitor and review the cleaning arrangement at offices.
* Organise the collection and distribution of incoming and outgoing mail.
* Prepare for team meetings in liaison with the People Manager. Ensuring that all documentation and presentation information is uploaded or organised in advance of the meeting.
* Provide any administrative support to the SLT when required.
* Work closely with the People Manager to ensure the staff intranet (SharePoint) is kept up to date and contains accurate and relevant information.
* Assist the People Manager with organisational recruitment and HR tasks as operationally required and carry out essential tasks when the People Manager is on leave or absent from work.
* Ensure legal compliance and handle confidential information with discretion.
* Undertake any other duties as commensurate with the grading of the post.
* Perform any other requests deemed reasonable by the Operations Manager and SLT.

**Person Specification – What we need from you**

This section outlines the things we need from an Operations Co-ordinator. You will see you don’t always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/ or are things that you could be trained to do.

Don’t meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Advocacy Focus we are dedicated to building a diverse, inclusive, and authentic workplace, so if you’re excited about this role but your past experience doesn’t align perfectly with every qualification in the job description, we encourage you to apply anyway. You may just be the right candidate for this or other roles.

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| **Education and training** |
| **Essential**  | **Desirable**  |
| Educated to a standard commensurate to the role | Level 2 or above qualification in Business Administration |
| GCSE English, Maths and IT grade C or above (or equivalent) | Level 3 qualification in IT  |
| Knowledge/experience of business administration | The ability to drive and a full UK drivers’ licence, with access to a vehicle for work purposes |
| **Achievements, experience, skills & abilities** |
| **Essential**  | **Desirable**  |
| Experience of working in a supportive/team role within a professional environment | Experience of developing new ideas that improve working practice and working flexibly to achieve them |
| Experience in administrative systems, processes, etc. | Experience of working with IT hardware, software systems and processes  |
| Strong analytical and problem-solving skills | Understanding of data protection principles and confidentiality. |
| Excellent organisational and administration skills and able to prioritise and work under pressure | Ability to communicate difficult concepts simply yet robustly |
| A commitment to personal development and training  | Experience of using platforms which assist marketing (e.g. social media, Canva)  |
| Excellent written communication and strong interpersonal skills to deal with individuals at various levels |  |
| Able to work collaboratively and effectively in a team environment |  |
| High level of computer literacy, competent with MS Office applications and related software |  |
| Ability to act with integrity, professionalism, and confidentiality |  |