**Operations Co-ordinator**

**Job Description**

**Responsible to:** Operations Manager

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

**Salary:** £25,464.00 per annum

**Hours:** 37 hours

**Based at:** Accrington/ Hybrid Working (minimum of 2 days in 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 resource, buildings maintenance, health and safety, marketing, and finance.

**Main Duties and Responsibilities**

**IT & Systems**

* Onboarding & enablement: Set up new starters across systems; train staff on IT and equipment; monitor issues and refine processes with the Operations Manager and People Manager. Maintain password storage (SharePoint).
* Assets & compliance: Ownership of all hardware/ equipment management; ensure kit is fit for purpose, asset-tagged, PAT-tested, and compliant; keep accurate asset records.
* Business systems: Keep operational platforms (e.g., SharePoint/ Talent LMS/ Evalu-8) working effectively with relevant teams; test and evaluate new tech.
* Vendors & contracts: Liaise with equipment suppliers; support transitions when ceasing business; help implement new IT/ telecoms and related policies with the Operations Manager and Services Director.
* Support & security: Troubleshoot internally and escalate to external IT support; drive cybersecurity practices with SLT; manage safe data transfer for incoming/ outgoing contracts with Referral & Triage, Operations Manager and Services Director.
* AV & meetings: Manage audio-visual equipment for team meetings and training.

**Health & Safety (Responsible Person)**

* Support the Operations Manager to maintain up-to-date H&S policies/ procedures; track legislative updates; conduct organisational risk assessments and escalate significant risks. Oversee annual inspections and GAP analysis; liaise with external H&S consultants.
* Manage desk layouts and DSE assessments, recording issued kit in the IT inventory; ensure office equipment, fixtures and fittings are in good order.
* Lead routine office checks in line with IOSH guidance; maintain visible H&S resources across offices.
* Coordinate essential H&S and First Aid training; deliver building inductions for staff, volunteers, students and visitors.
* Arrange regular testing of electrical equipment and safety devices; run fire alarm tests/drills at Head Office and communicate arrangements at other sites.
* Represent Advocacy Focus at H&S events/best-practice groups; ensure H&S compliance at external events; escalate Board-level matters to SLT/Finance & Risk Subgroup.
* Complete individual risk assessments for young people on work experience.

**Operations & Facilities**

* Source new premises/ workspace/ storage and negotiate rates per SLT brief; facilitate changes to premises in consultation with relevant team members.
* Ensure office cover and liaise with building managers to resolve issues and ensure compliance.
* Supervise/ line-manage students and apprentices within the ops team where appropriate.
* Oversee logistics for events and conferences; manage room/desk booking systems and ensure efficient Head Office layout; manage stationery orders.
* Handle confidential shredding and office recycling; monitor and review cleaning arrangements; organise incoming/outgoing mail.

**People, Governance & Admin**

* Prepare for team meetings with the People Manager, ensuring documentation and presentations are organised/ uploaded in advance; provide administrative support to SLT as needed.
* Keep the staff intranet (SharePoint) accurate and current; support recruitment and HR tasks and provide support for essential tasks during People Manager absence.
* Maintain legal compliance and confidentiality; undertake other duties commensurate with the grade or as reasonably requested by the Operations Manager or 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 |  |