

Operations Assistant

JOB DESCRIPTION

Job Title:	Operations Assistant
Salary:	£26,936 FTE per annum (pro-rata for part time hours)
Hours:	21 hours per week (between Mon - Fri)
Contract:	Permanent (with a six-month probationary period)
Location:	Office-based role at 549 Old York Road & 52 East Hill, Wandsworth
Reports to:	Director of Operations and Quality

Context

Age UK Wandsworth is a local, independent charity that works to promote the wellbeing of all older people in the London Borough of Wandsworth. This is a new role in our staff team that has been created to support our Executive Team during an exciting transition period where the organisation is growing and developing new services to help older people. This role will suit an experienced, efficient and conscientious administrative professional who wants to work with a small team who are passionate about making a difference to the lives of older people.

Responsibilities

1. Support the Executive Team in the day-to-day operations of the charity, including:
 - Managing internal and external communications
 - Promoting a positive working environment and ensuring the health and safety of all, in line with key policies and procedures (e.g. Safeguarding, Health and Safety, Fire Safety)
 - Assisting with external audits, inspections and applications to quality accreditations
 - Liaising with external contractors and suppliers
2. Assist the Chief Executive Officer and Director of Operations and Quality with recruitment processes, including advertising roles, preparing interview materials, and supporting the appointment and induction of new staff.
3. Support the Executive Team to diversify the organisation's income streams, including contributing to the development of a portfolio of charged services.
4. Conduct research projects and prepare briefing papers to present findings, options and recommendations.
5. Assist in the implementation of new systems, processes and procedures.
6. Lead on the organisation-wide archiving and data retention processes.
7. Assist in reviewing and updating the organisation's Policies and Procedures.

Duties

1. Schedule internal and external meetings.
2. Maintain accurate records, logs and documentation relating to audits, safeguarding, recruitment and operational activities.
3. Prepare reports, briefing papers and presentations for the Executive Team and Board as required.
4. Conduct research and compile information for contracts and funding applications
5. Support the coordination and delivery of staff and volunteer training sessions, including maintaining attendance records and training compliance logs.
6. Monitor and track progress on organisational improvement actions arising from feedback, audits, inspections and internal reviews.

7. Assist in the development and maintenance of systems that support effective communication across teams, including newsletters, updates, staff surveys and staff bulletins.
8. Provide administrative support for income-generating activities, including maintaining service user records, processing bookings or enquiries, and tracking service usage.
9. Support the organisation's risk management processes by helping to update risk registers and ensuring mitigation actions are recorded and monitored.
10. Assist with maintaining up-to-date safeguarding, health and safety and compliance documentation across the organisation.
11. Assist in the delivery of organisational events, including logistics, communications, materials preparation and on-the-day coordination.
12. Deputise for the Director of Operations and Quality at external meetings when required.
13. Attend organisational meetings, professional development courses and ongoing training.
14. Carry out any additional duties consistent with the responsibilities of the post.
15. Work within Age UK Wandsworth's policies and procedures at all times.

Please note:

- The Director of Operations and the Chief Executive Officer split their time between the Old York Road office and the Gwynneth Morgan Day Centre on East Hill and the successful candidate will need to do the same in some weeks.
- There will be some travel required around Wandsworth and London, e.g. between sites, attending meetings, etc, so the postholder will need to be able to navigate public transport independently.
- The list above is not exhaustive and the job description will likely be subject to change in line with the Charity's objectives and strategy.
- This role is subject to an enhanced DBS check.

PERSON SPECIFICATION

Knowledge, Experience, Skills and Abilities

Essential

1. Exceptional organisation skills and meticulous attention to detail with the ability to develop and maintain appropriate administrative systems.
2. Ability to calmly and flexibly manage a full, varied and confidential workload and use initiative to meet deadlines in a very busy environment.
3. Ability to create and implement new procedures across the organisation.
4. Skills to communicate in an effective, professional and courteous manner with a diverse range of people (including adapting to the needs of clients with dementia).
5. Ability to confidently represent the organisation and communicate professionally on behalf of the Executive Team within the organisation and with external stakeholders.
6. Excellent written communication skills, with a keen eye for spelling, punctuation and grammar and able to edit work thoroughly.
7. Skilled use of 365 and Microsoft Office packages and the confidence and ability to learn how to use our new database and additional external applications.
8. Ability to work with sensitive information and maintain confidentiality.
9. Excellent research skills and the ability to collate information and present it in an appropriate format.
10. Ability to work independently and as part of our small, dynamic team.
11. Experience of working with senior or executive leaders in an organisation.
12. Must be self-reflective and able to receive feedback calmly and objectively and then adjust work as necessary.
13. A friendly, open personality with the capacity to be flexible, manage change, and proactively use initiative when faced with challenges encountered in a very busy environment.

Desirable

1. Experience of working with older people, people with dementia and people with disabilities.
2. Experience of working in, or knowledge of, the voluntary sector.
3. Experience of working with volunteers.
4. Experience in the development of new services/projects.
5. Experience of carrying out research tasks.
6. Knowledge of Health and Safety management procedures, including fire safety.
7. Knowledge of databases and Website CMS systems.
8. Knowledge of procurement processes.