



**Job title:** Operations & Admin Officer

**Reports to:** Head of Finance & Operations

**Job purpose:** The Operations & Admin Officer is responsible for helping with the efficient running of the Foundation including office and finance administration, IT systems, facilities management and HR, to support the team and smooth running of the organisation.

## Job Description

### Specific responsibilities

#### 1. Operational activity

- Answer the telephone, deal with enquiries, and provide friendly and proactive information and signposting to organisations and individuals ensuring a high level of customer satisfaction.
- Monitor and respond to emails received in 'office' and 'info' email addresses and handle routine grants and donor enquiries.
- Assist with maintaining staff HR and holiday records on our HR database.
- Assist with coordinating recruitment processes for staff and volunteer posts.
- Assist with coordinating induction processes for staff and volunteers.
- Trustee Board administration (collating and issuing agendas and papers, arranging venues and taking minutes).
- Assist with maintaining the register of policies and policy review timetable and ensuring all policies are up to date.
- Help develop and maintain the staff handbook.
- Help ensure Two Ridings Community Foundation complies with the legal obligations of charities and small employers.
- Provide day to day administration of the office, including filing, ordering supplies, arranging PAT testing, liaison with landlord.
- Assist in the organisation of events including arranging venues and catering, sending invitations and co-ordinating responses.
- Assist with making travel arrangements for team members.
- Assist in providing IT systems support to staff and liaise with our external IT support provider to ensure good maintenance and operation of the IT network.
- Assist with documenting processes and procedures, and maintaining the accuracy and integrity of Foundation data.

## **2. Financial activity**

- Assist the Finance & Operations Co-ordinator with day to day financial services including recording donations received, grants made, staff and volunteer expenses, and payment of supplier invoices.
- Monitor 'Invoices' email address and register invoices on Sage and prepare invoices and expenses for payment.
- Adhere to the Foundations financial policies, procedures and processes.
- Assist with other routine financial administration as required.

## **3. Community leadership and learning**

- Represent the Foundation at events to promote its work.
- Raise the profile of the Foundation, including by attending meetings with partners and building working relationships with other local funder's staff.
- Take time to learn about our area of benefit and the people who live here with genuine interest and enthusiasm so you can effectively champion their needs and ambitions.
- Keep abreast of developments and policy changes across the charity sector and especially the funding world.

## **4. Supporting the team's strategic development**

- Contribute to planning, creating and delivering the Foundation's future strategy through the long-term plan and annual business plan.

## **5. Other**

- Adhere to the Foundation's core principles and values and be a responsive and friendly face of the Foundation for our grantees and partners.
- Work as part of a team ensuring that all team functions are covered.
- Carry out the duties in accordance with the Foundation's Health and Safety, GDPR and other relevant policies and procedures.
- Always have due regard to equal opportunities, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all.
- Undertake other duties related to the work of the Foundation. This is not meant to be an exhaustive list of duties. The need for flexibility is required. We are a small team, and the post holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

## Operations & Admin Officer Person specification

<b>Operations &amp; Admin Officer: Essential skills, knowledge and experience</b>	How evidenced
Highly organised with good administrative skills, excellent attention to detail and the ability to prioritise tasks.	Application form & interview
Customer service focused, approachable and patient in dealing with both internal and external enquiries.	Application form & interview
A confident communicator, both written and spoken.	Application form & interview
Thorough and accurate in processing data and handling sensitive information, good understanding of importance of confidentiality.	Application form & interview
IT literate, with good levels of skills on all Microsoft applications.	Application form & interview
Curious, collaborative and kind with a passion for addressing social issues.	Application form & interview
A team player with the willingness and flexibility to help out on other projects as needed and to be part of a small high performing team.	Application form & interview
Self-motivated with the ability to work flexibly and under own initiative to manage a diverse workload and competing priorities.	Application form & interview
A commitment and interest in the charitable objectives of the Foundation.	Application form & interview
An understanding and commitment to removing barriers and creating environments that support Diversity, Equity and Inclusion.	Application form & interview

<b>Desirable skills, knowledge and experience</b>	How evidenced
Able to build trust & open relationships and create connections.	
Proactive & positive approach to change.	
Appreciative of different perspectives & sees and values people as individuals, being resourceful and bringing strengths.	

Collaborative and exhibits generous leadership.	
Experience of working with Trustee Boards and charitable governance structures.	
Knowledge of the sector - charities, GDPR and professional codes and standards.	

## Terms and conditions

**Reporting to:** Head of Finance & Operations

**Direct reports:** None

**Hours of work:** 24 hours per week to be worked flexibly over 4 days per week during normal office hours.  
There will be very occasional need to work outside normal office hours.

**Contract term:** The post is subject to a three-month probationary period and is offered on a permanent contract.  
The notice period for this role is one month.

**Salary:** £20,000 - £22,000 pa. Pro rata depending on experience  
Contributory pension scheme (5% currently).  
25 days a year annual leave plus 3 fixed days over Christmas plus statutory holidays.

**Place of work:** North & East Yorkshire, currently offices based in York.

**Equal opportunities:** We select candidates for interview and the appointee in line with our equal opportunities policy. We are committed to equality of opportunity for all staff, and applications from individuals are encouraged regardless of race, gender, disability, religion, age, national origin, marital status, veteran status, sexual orientation or gender identity. Our offices are accessible.