

Operations Officer Job Description

Purpose of the role

The Operations Officer supports the HR and Operations team to ensure the effectiveness and efficiency of our core operations functions, with a strategic focus on accessibility and user experience in a neurodiverse organisation.

You will play a key role in the delivery of key infrastructure projects and provide essential support to the effective day-to-day running of the charity.

You will work closely with all core teams, ensuring processes operating effectively to allow CASPA to grow and adapt to the needs of our members and staff.

Main Responsibilities

General Operations

- Manage relationships with key suppliers and service providers to ensure value for money and Service Level Agreements are met
- Maintain an up-to-date register of suppliers and account/memberships information
- Create and maintain the Operations calendar to include service and insurance renewals, sending reminders and liaising with the HR Officer and COO where required.
- Produce quarterly Operations reports to SMT and the Board using BrightHR and BrightSafe for data collection purposes
- Support planning and organisation of meetings, including minute-taking;
- Ensure office provisions are well stocked, and post is collected, filed and forwarded;
- Support SMT with drafting correspondence, external meeting organisation, and assisting with travel organisation
- Maintain filing and record keeping systems
- Identify areas of opportunities to improve and streamline existing processes;
- Support the COO on review and implementation of organisational policies procedures and forms in line with emerging and best practice guidance, with a strategic focus on accessibility
- Work with the HR Officer to create and deliver CASPA's internal communications including quarterly preparation and distribution of the Staff newsletter

Health and Safety

- Act as health and safety compliance lead, fire warden, and Data Protection lead.
- Manage Health & Safety for the organisation via BrightSafe, ensuring proper compliance with relevant legislation and good practice guidance

- Manage CASPA's health and safety risk assessments and incident reporting, providing training and guidance to support staff where needed, reviewing procedures to ensure adequate reporting
- Quarterly visits to all locations where our clubs are held to support Programme Delivery Managers with their health and safety responsibilities and to ensure our premises are fit for purpose, accessible and compliant
- Act as main contact for support staff on H&S queries and administration

Governance

- Compile and distribute meeting agendas, supporting documents, and relevant materials to Trustees in advance of meetings
- Collaborate with the Chair and SMT to establish meeting schedules and agendas.
- Attend 6 annual trustee meetings and record accurate minutes, capturing discussions, decisions, and action items (TOIL provided)
- Ensure a comprehensive understanding of the charity's activities to accurately capture relevant information during meetings
- Maintain an organised and secure filing system for meeting minutes, resolutions, and other important documents
- Draft and distribute accurate and timely minutes to Trustees following each meeting.
- Assist in drafting official correspondence and communications related to trustee decisions and actions

IT and Tech

- Work with colleagues to ensure CASPA's assets (IT, mobiles, equipment, etc) inventory remains up to date
- Act as first line of contact for IT and mobile phone issues and liaise directly with suppliers and service providers to ensure business continuity
- Maintain CASPA's software systems (Salesforce, Makerble, Sharepoint, Volopa, Bright HR and Bright Safe, etc.) to ensure operational efficiency with a focus on continually reviewing and improving user experience in a neurodiverse organisation
- Sourcing training and ensuring all new starters are adequately trained to use our software systems
- Ensure security, integrity and confidentiality of data ensuring CASPA remains compliant with GDPR and any other statutory requirements

Further Information

The post holder must at all times

- contribute to a welcoming positive atmosphere and family-centred culture at the CASPA venue(s)
- prioritise self-development on a continuous basis, undertaking on-the-job and other training as required.

- familiarise themselves with and comply with CASPA's policies and procedures
- be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident, incident potentially hazardous environment
- This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to the grade, that are not listed above, at the direction of their line manager

Person Specification

The ideal candidate will have the following skills, experience and aptitude

Essential

- Good time management skills and ability to multi-task and prioritise work
- The ability to work with small teams and independently
- Ability to work effectively in a rapidly expanding charity, adapting to its growing needs
- Innovative and strategic thinking
- Good attention to detail and creative problem-solving skills
- Effective written and verbal communication
- Must work be able to work in the office on Mondays and Tuesdays (Bromley-based) with the remainder working from home or other venues within the Bromley area as required
- Proficient in using Microsoft applications (SharePoint, Word, Excel, and Outlook, etc.)

Desirable

- Knowledge of issues affecting the autistic community and SEND families
- Commitment to the values aims and principles of CASPA
- Charity sector experience
- Experience working with Salesforce or similar software