

# Operations Officer

# Neighbourhood to national

## Welcome

Thank you for your interest in the role of Operations Officer at the Fair Education Alliance.

We are proud to be a coalition of over 300 organisations united behind a simple but powerful belief: that no child's success should be limited by their socioeconomic background. We exist to shift the conditions that hold inequity in place - through collaboration across schools, colleges, higher education institutions, charities, youth organisations, researchers, funders and young people themselves.

Strong, smooth operations are the foundation that allows everything else at FEA to happen. They are what allows our team to do their best work, our events to run with quality and warmth, our trustees to be well-supported, and our leaders to focus on strategy and impact. This role is at the heart of that.

As our Operations Officer, you will own a broad, varied and genuinely important portfolio - from people administration and governance coordination to event logistics and IT systems. You will be the person our team relies on to make things run well, and you will bring a combination of organisational precision, warm stakeholder management and a genuine pride in quality to everything you do.

We are a growing organisation at an exciting moment, and this is a wonderful opportunity to join us and help shape how we operate as we scale. If that prospect excites you, I hope you will consider applying. We would be delighted to welcome you to our movement.

Warm wishes,



**Gina Ciceron**  
Chief Executive Officer  
Fair Education Alliance



# Who we are

The Fair Education Alliance (FEA) is a cross-sector coalition of 300 member organisations tackling educational inequity. We unite behind a shared vision: no child's success is limited by their socioeconomic background.

Our members work across different sectors, phases of education and regions of the country, supporting children and young people from cradle to career. Together, they provide direct support to millions of young people annually, across every local authority in England, as well as indirect support such as funding, training and campaigning.

We are working towards an inclusive education system which values skills and wellbeing alongside attainment and prepares all children and young people to thrive — whatever their background.

We align our work around five long-term Fair Education Impact Goals, focused on closing gaps in early development, attainment, wellbeing, essential skills, and progression to further education, employment and training.



“Although we work in different areas within the system, we are all striving toward the same goal. However, if we stay in silos and don't collaborate with one another, all we can ever do is impact policies and practices without creating true transformative change around mental models. I see it as really important to collaborate and have a stronger voice together, so that we can actually change the system.”

– Katie Bareham, CEO, Doorstop Library (FEA member)

# Why join us now

## From neighbourhood to national: Our 2025-30 strategy

Over the past decade, we've shown that real change happens when we work together and we've already demonstrated measurable impact at a national scale. Now we are embarking on an ambitious five-year strategy to confront the deep-rooted inequities facing children and young people. Grounded in a systems change approach, our work targets root causes, deepens collective impact, and embraces the complexity—and opportunity—of true transformation. At the heart of the Fair Education Alliance is the belief that lasting change comes from cross-sector collaboration, rooted in trusted relationships.

Our alliance drives impact through three core strands of work:

- **Collective Voice:** We amplify our impact by uniting behind a shared voice and creating platforms for young people to lead change. Drawing on insights from across our membership, we shape policy, shift national conversations, and challenge the assumptions that keep educational inequity in place.
- **Collective Action:** Through place-based and thematic collaborations, we bring together diverse organisations, sectors and experiences to collaborate and innovate. We work together to build trust, increase understanding, and develop joint solutions that tackle the root causes of educational inequity.
- **Collective Strength:** Strong, impactful and connected member organisations are the foundation of our Alliance and vital in improving outcomes with and for children and young people. We equip young people, staff and trustees to develop the leadership, connections and skills to collaborate and drive systems change.

Two golden threads weave through all our work:

- **Youth engagement:** We believe it is essential to involve and support the leadership of young people with lived experience of the barriers to education we are trying to dismantle. We work to shift power, enabling young people to co-lead the coalition, be heard by decision-makers, and develop skills to enact further positive change.
- **AI & technology:** Artificial intelligence will dramatically shift education and employment. We work to ensure that AI policies and practices support, rather than disadvantage, young people from low-income backgrounds. We also equip member organisations to harness technology to increase their impact and develop innovative approaches for our collective work.

## A moment of organisational growth

The Fair Education Alliance has recently moved to a new single-CEO leadership model under Gina Cicerone, with a senior leadership team of five directors aligned to our five strategic directorates. As we scale our work and our team, we are investing in our operational foundations to ensure we remain well-governed, effectively run and able to deliver on our strategy with confidence.

This role is central to that investment. You will be joining a small, highly capable operations team and playing a pivotal role in how FEA runs day-to-day as it grows. You will work closely with relevant members of the senior leadership team and colleagues across the organisation, and your contribution will be felt across everything we do.

# About the role

We welcome applications from a broad range of backgrounds and contexts.

## Overview

Post	Operations Officer
Contract	Permanent (subject to probationary period)
Hours	Full time
Compensation	£35,000–£37,000 (including London Weighting if applicable). Comprehensive pension scheme (up to 6 % employer contribution), cash plan healthcare package, and professional development budget.
Location	Remote or office based. We welcome candidates from across the country. We have our head office in central London and have numerous colleagues spread across the country. We would ask that the postholder is able to be in London at least one day per week. After passing probation, up to four weeks ‘super remote’ working per year, where you can work anywhere in the world as long as you’re online for four hours of the UK work day.
Holidays	38 days per year, including our 3-day winter shut down and eight flexible bank holidays.
Start Date	As soon as possible (to be agreed with the successful candidate.)

## Overall Purpose

The Operations Officer plays a central role in ensuring that the Fair Education Alliance runs smoothly, efficiently and to a high standard across all aspects of its work.

Working as part of the operations team, the postholder helps maintain the systems, processes and practical foundations that enable the organisation to function effectively. This includes supporting people operations and HR administration, coordinating governance processes, managing organisational systems and IT access, and delivering high-quality logistics for events and organisational activities.

Acting as a trusted point of support for colleagues, the Operations Officer helps create a responsive and well-organised working environment where staff, trustees and members feel enabled to do their best work. The role requires exceptional organisation, sound judgement and a genuine pride in quality. By ensuring that the practical aspects of the organisation run reliably and well, the Operations Officer helps create the conditions that allow the Fair Education Alliance to deliver its mission and drive progress towards a fairer education system.

## What we’re asking of you

As Operations Officer, the key responsibilities are:

- People Operations & HR Admin**
  - Own the onboarding and offboarding process for all staff, ensuring a consistently smooth, warm and well-organised experience for new starters and leavers.
  - Manage HR administration including contract changes, probation letters, annual salary uplift letters, performance reviews, staff surveys and other routine HR correspondence.
  - Administer BreatheHR, maintaining accurate and up-to-date employee records, and produce a regular people report covering starters and leavers, leave and absence, and other key metrics.
  - Manage the employee benefits offer, including liaison with the benefits broker, supporting staff to access benefits, and coordinating annual renewals.
  - Maintain the HR policy library, managing the annual review cycle and ensuring policies remain current, compliant and accessible.
- IT & Systems**
  - Manage organisational admin across key systems (including Microsoft 365, BreatheHR, Monday.com, Salesforce and others), ensuring access is correctly maintained.
  - Coordinate new starter IT set-up and equipment, working with our IT provider (Penelope) to ensure all staff have working hardware and software from day one.
  - Support the maintenance of SharePoint and other shared digital workspaces, ensuring documents and resources are well-organised and accessible to the team.
  - Act as the first point of contact for IT queries and day-to-day system issues, escalating to external support where necessary.
  - Keep the FEA’s office well stocked with agreed supplies at all times.
  - Monitor office IT equipment, ensuring items are working well and repaired swiftly and that staff have access to the facilities they need.
- Compliance, Finance & Governance Admin**
  - Maintain the operations calendar, tracking key compliance, renewal and reporting deadlines across the year.
  - Support the preparation and filing of compliance documents including the trustees’ report, Charity Commission and Companies House updates.
  - Support our Finance team with relevant operation tasks, such as collecting and collating expenses information and supporting with relevant elements of the bookkeeping process.
  - Support with procurement and supplier management, including tracking contracts and coordinating renewal processes for insurance, subscriptions, grants and other organisational agreements.
- Events Support & Logistics**
  - Lead on logistics for the FEA’s events programme, including team meetings and away days, member events, trustee meetings and our Summits.
  - Manage event logistics end-to-end: venue sourcing and booking, travel and accommodation arrangements, delegate RSVPs and communications, catering, AV requirements and on-the-day coordination.
  - Be present and hands-on at events, acting as the operational lead on the day to ensure a smooth, high-quality experience for attendees.
  - Maintain event management systems, management information and processes - tracking RSVPs, attendance, costs and post-event feedback - and continuously improve templates and checklists to support efficiency.
- Operational Support to SLT & Trustees**
  - Manage the organisational info inbox, triaging and responding to internal and external queries promptly and professionally.
  - Provide operational and administrative support to colleagues, the senior leadership team and trustees, including coordination of materials, papers and logistics for board meetings, sub-committees and advisor group meetings.
  - Maintain governance administration including membership lists, mailing lists, filing of minutes and papers, and coordination of the annual governance calendar.
  - Support with the scheduling and coordination of key organisational meetings and rhythms as required.



# About you

We are looking for someone who brings most of the following:

## Experience and knowledge:

- Working in an operations, events or office management role.
- Managing HR administration or people processes, including onboarding, offboarding and HR correspondence.
- Planning and delivering events end-to-end, including logistics, travel, delegate management and on-the-day coordination.
- Providing administrative or operational support to senior leaders and/or boards.
- Working across multiple workstreams simultaneously, managing competing priorities in a fast-paced environment.

## You will have these skills and attributes:

- Exceptional organisational skills, time management and attention to detail, with the ability to plan ahead, anticipate what is needed and follow through reliably.
- Clear, confident written communication, including the ability to draft professional correspondence, briefing materials and communications for senior stakeholders.
- A proactive, solutions-focused approach - you can identify what needs doing and get on with it, without waiting to be asked.
- Strong interpersonal skills and the ability to build warm, trusted working relationships with a wide range of people, including trustees, funders and staff at all levels.
- Proficiency in Microsoft 365 (particularly Outlook, Teams, SharePoint and Excel) and experience with HR or project management systems.

## You will have knowledge of:

- HR administration processes and employment documentation.
- Charity governance and trustee administration (desirable, not essential).
- GDPR and data protection requirements in an organisational setting.

## You will have these mindsets and values:

- Commitment to FEA's mission and a genuine belief in educational equity.
- A pride in quality - you care deeply about doing your work well and take ownership of your responsibilities.
- Discretion, reliability and sound judgement, particularly in handling sensitive information about staff, trustees and funders.
- Flexibility and resilience - comfortable adapting when plans change, and willing to be present and hands-on at events, including occasional travel across England.
- A collaborative spirit and genuine enjoyment of being the person who makes things run smoothly for others.

# How to apply

Please submit a CV and short cover note that answers the following three questions (250 words each maximum). Your responses to these questions will be assessed without reference to your personal details or CV.

**Question 1:** Why do you want to work at the Fair Education Alliance?

**Question 2:** Tell us about an operations, events or administrative role you have held. What were your core responsibilities, and what systems or tools did you use to manage your workload?

**Question 3:** Describe a time when you planned and delivered an event or complex logistical project from start to finish. What was the scale and purpose of the event, what challenges did you face, and how did you manage them?

**Submission:** Please submit your application to [recruitment@faireducation.org.uk](mailto:recruitment@faireducation.org.uk) with the email subject title 'Operations Manager Application'.

Please also complete our [Equal Opportunities Monitoring Form](#) (see back cover for further details)

## Key dates

If you are shortlisted, the interview process will consist of two rounds. For the first round, you'll be invited to an online interview, with a task to prepare beforehand. For the final round you will be asked to prepare a presentation in advance which will be followed by an in-depth interview discussion.

**Applications will be reviewed on a rolling basis from Tuesday 10 March**

- **Applications close:** 30 March (9am)
- **First round interviews:** Rolling during application window
- **Second round interviews:** Rolling during application window
- **Start date:** As soon as possible (to be agreed with the successful candidate)

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process. If you require adjustments for any part of the process, please let us know when you submit your application.

If you have any questions about the role, you can email [recruitment@faireducation.org.uk](mailto:recruitment@faireducation.org.uk)



## Equal Opportunities

The Fair Education Alliance is committed to its equality and diversity policy. We want to do all we can to prevent discrimination in any form. We ask all candidates to complete the [Equal Opportunities Monitoring Form](#). Completion is optional. Any responses you give will assist us in our commitment to equality, diversity and inclusion in the workplace. Your responses will be kept strictly confidential and will not be used in any decisions affecting you.

## Safeguarding

The Fair Education Alliance is committed to safeguarding all the children and young people we work and interact with. We take this responsibility seriously, with the focus being on their safety and welfare. It is likely all our employees will have some interaction with children and young people we work with, whether at an event or through our youth engagement work and therefore all offers of employment are conditional on referencing and a Basic Disclosure and Barring Service (DBS) check and all employees are required to take part in regular safeguarding training. For more information, please refer to our [Safeguarding Policy](#).

The offer of employment will be conditional on a Basic DBS Check. You are required to declare any criminal convictions ahead of this DBS Check.

## Use of AI in applications

We recognise that artificial intelligence (AI) such as ChatGPT can be useful for applicants, for example to shorten an initial draft. We therefore do allow the use of AI in applications; however, we would caution applicants not to rely too much on AI in drafting answers to application questions. We want to hear your authentic voice, and we will be looking for answers that use examples and experiences that are specific to you. You are more likely to be able to produce that kind of content yourself than AI. Please note that we may use software to support reviewers to identify AI-generated content.

## Right to Work in the United Kingdom:

All offers of employment are conditional on the successful candidate demonstrating their right to work in the United Kingdom in accordance with the Immigration, Asylum and Nationality Act 2006. We will ask you to provide original documentation confirming your right to work as part of the pre-employment checks process. We are unable to sponsor visa applications for this role.