



# Job Description | Operations Assistant

## Role Summary

We are looking for an Operations Assistant, to support the Executive and Operations team in administrative and travel support delivering campaigns to accelerate a fair phase-out of oil and gas in the UK.

We have grown rapidly as an organisation over the last five years and are looking for a new member of the team to provide cross-organisational support as we head into the next phase of our development.

We're looking for someone with energy and enthusiasm to provide comprehensive executive support to the Executive Director, and support to underpin the smooth running and efficiency of our operations. It is a varied role that will suit a versatile and strong "generalist" who can handle complexity and is proactive and resourceful.

You will work closely with the Executive Director and Operations Team across a wide variety of tasks and responsibilities.

## Core Responsibilities

### Support for Executive Director / Leadership Team

- **Travel Support** - Including booking and amending accommodation, making travel arrangements and supporting with compiling and submitting expenses claims.
- **Diary Management** - Support the arrangement and facilitation of meetings and coordinate activities, including booking meeting rooms, appointments, and ensuring ED has all relevant briefing documents and information.
- **Logistics** - Including booking meeting rooms, appointments, and gathering briefing documents.
- **Prioritisation and Accountability Support** - Ensuring external emails, invitations and requests are responded to in a timely manner.

### Operations and Administration

- **Travel and Accommodation** - Act as key contact for our travel service providers, supporting the arrangement of travel bookings and logistics for the team.
- **Information Management** - Maintain effective filing and information management systems to facilitate resource sharing and accessibility across the organisation.
- **Team Coordination** - Support the arrangement and facilitation of team meetings and coordinate activities across the organisation.
- **Communications** - Act as a first point of contact for external correspondents and callers through our phone, email and website channels.
- **Administration Support** - Respond to ad hoc administrative requests as needed.



- **Operations Helpdesk** - Provide support to all staff through having oversight and triaging queries that come through the Uplift Employee Helpdesk.

#### **Human Resources**

- **Recruitment** - Support in recruitment coordination, including placing job adverts on relevant job boards, scheduling and arranging interviews and responding to applicants.
- **Contract Administration** - Manage all administration relating to the issuing of contracts.
- **HR System Operation** - Support the People and Operations Coordinator in the management of the in-house HR administration system.

#### **Office Management**

- **Relationship Management** - Act as the key point of contact between Uplift and our office provider.
- **Oversight of Office Equipment and Facilities** - Ensure appropriate service and maintenance are completed and employees have access to the in-person resources required.
- **Coordination of the Office Working Group** - Act as the official Operations team representative in the group and ensure the requests and queries are managed appropriately.

#### **Essential skills and experience**

The successful candidate will be a self-starter, who is passionate about delivering action on climate change. Essential skills and experiences for this role include:

- Exceptional interpersonal skills, with a real commitment to supporting the wellbeing and the effectiveness of others.
- Exceptional organisational skills with attention to detail, a sense of urgency and a drive to get stuff done.
- Excellent IT skills.
- Strong process and project management skills.
- Effective communication skills, both verbal and written.
- High level of flexibility and be comfortable working in a fast-paced, dynamic environment.
- Discretion and an understanding of the importance of confidentiality.
- High level of motivation and ability to work independently.
- Understand, and have a commitment to embodying, Uplift's values of justice and equity through their work.
- Experience delivering executive support, ideally in a role within a civil society or non profit organisation.