

Operations Officer

Applicant information pack

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 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.

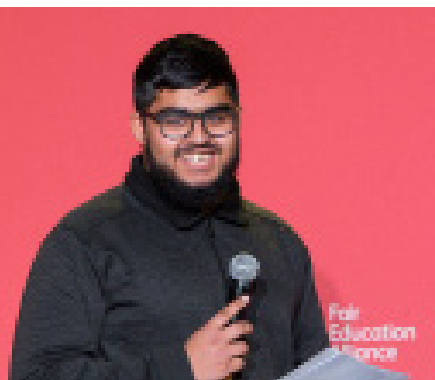
Strong, smooth operations are the foundation that allows everything else at FEA to happen. They are what allows our team to do their best work, our events to run with quality and warmth, our trustees to be well-supported, and our leaders to focus on strategy and impact. This role is at the heart of that.

As our Operations Officer, you will look after a broad, varied and genuinely important portfolio — from people administration and governance coordination to working on event logistics and key systems including Salesforce. 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.

As we enter the second year of the Neighbourhood to National strategy this is a wonderful opportunity to join us and help shape how we operate. If that prospect excites you, I hope you will consider applying. We would be delighted to welcome you to our movement.



Gina Cicerone
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.



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.

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— Gina Cicerone, Chief Executive, Fair Education Alliance

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	£29,500–£32,000 (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 have our head office in central London and have numerous colleagues spread across the country. The postholder is expected 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 workday.
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, leading on governance and advisory meeting administration, acting as the first point of contact for IT queries, and helping FEA’s events run smoothly.

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, staff surveys and routine HR correspondence. - Administer BreatheHR, maintaining accurate and up-to-date employee records. - Provide administrative support for recruitment processes.
IT & Systems	- Support colleagues in the Operations Team with the management of organisational admin across key systems, including Microsoft 365, BreatheHR, Monday.com and Salesforce. - Lead on the maintenance of SharePoint and other shared digital workspaces, ensuring documents and resources are well-organised and accessible. - Be a lead internal contact for Salesforce, ensuring data is kept up-to-date and GDPR compliant. - Monitor office IT equipment, ensuring items are working well and repaired swiftly and that staff have access to the facilities they need. - Act as the first point of contact for IT queries and day-to-day system issues, escalating to external support where necessary.
Compliance, Finance & Governance	- Maintain the operations calendar, tracking key compliance, renewal and reporting deadlines across the year. - Support the Finance team with relevant operational tasks, such as collecting and collating expenses information and supporting with relevant elements of the bookkeeping process. - Manage the logistics and admin relating to governance and advisory meetings. - Maintain governance administration including membership lists, mailing lists, filing of minutes and papers, and coordination of the annual governance calendar. - Support colleagues in the Operations Team to implement and update all organisational policies. - Provide administrative support for supplier, contract and subscriptions management.
Events Support & Logistics	- Lead on the logistical management of internal FEA events, including team meetings and away days. - Support internal teams on all external events, including venue sourcing, booking travel and accommodation, and delegate RSVPs and communications. - Be present and hands-on at events, supporting the operational lead on the day to ensure a smooth, high-quality experience for Fair Education Alliance 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	- Support team travel requirements, including booking transport and accommodation. - Manage the organisational info inbox, triaging and responding to internal and external queries promptly and professionally. - Keep FEA’s office well-organised and fully stocked with agreed supplies at all times. - Manage day-to-day health and safety administration for the office, including fire safety checks, first aid supplies, DSE assessments and incident logging.



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.
- Providing administrative or operational support to senior leaders and/or boards.
- Administering organisational systems or a CRM/database (e.g. Salesforce), and acting as a point of contact for IT queries or system issues.
- 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 administering a CRM or database system (e.g. Salesforce), and/or providing first-line IT support.

You will have knowledge of:

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

You will have these mindsets and values:

- Commitment to educational equity and belief in the FEA’s mission.
- 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 mindset and genuine enjoyment of being the person who makes things run smoothly for others.

How to apply

We ask you to apply in two parts.

Firstly, answer the three questions below and submit them via [this Microsoft form](#).

Secondly, send your CV (no more than two pages) to recruitment@faireducation.org.uk, with **Operations Officer** as the subject.

Your question responses 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 managed a complex operational process from start to finish — for example implementing or administering a system, coordinating a governance or compliance process, or juggling multiple operational workstreams. What was the scope of the work, what challenges did you face, and how did you manage them?

Key dates

The selection process will take place in two rounds. Candidates invited to first interview will attend a 45-minute in-person interview at the FEA office in London. Candidates invited to second interview will be asked to complete a task in advance, which will be discussed alongside further interview questions at a second in-person interview.

- **Applications close: 24 September (9am)**
- **First round interviews:** 1 or 2 October (in person, London)
- **Second round interviews:** Week commencing 5 October (in person, London)
- **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 based on any aspect of the appointment process or require any additional information, please contact 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, whether at an event or through our youth engagement work, and therefore all offers of employment are conditional on referencing and Disclosure and Barring Service (DBS) checks, and all employees are required to take part in regular safeguarding training. For more information, please refer to our [Safeguarding Policy](#).

Given the responsibilities of this role, the offer of employment will be conditional on a DBS check. You are required to declare any criminal convictions ahead of this check.

Use of AI in applications

We recognise that artificial intelligence (AI) 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.

If this role isn't right for you, we'd still love to hear from you.