

Job Description: Operations and Office Assistant

Hours: Full-time, permanent contract

Location: Wandsworth, London

Role Summary: As an Operations and Office Assistant at Back Up, your primary objective is to provide comprehensive operational support and fostering an efficient office environment. This pivotal role extends beyond administrative duties, encompassing the responsibility of managing the onboarding process for new joiners. From liaising with IT to prepare laptops to conducting health and safety inductions on the new joiner's first day, you play a crucial role in ensuring a smooth transition for new staff members. Additionally, you will be responsible for keeping health and safety protocols up to date and maintaining the HR software. Your diligent efforts directly contribute to the effective management of services within the charity, furthering its mission to empower individuals impacted by spinal cord injury by delivering services that promote confidence, independence, and positive adjustment.

Reports to: Operations Manager

Key stakeholders: Back Up staff, volunteers and suppliers

Main responsibilities

Operations

- Provide operational support and cover to ensure the smooth running of the office. This includes:
 - Coordinating IT issues.
 - Managing office supplies: tracking office inventory, replenishing supplies when needed, and managing stock levels including stationery and branded clothing.
 - Handling incoming and outgoing post, packages, and courier deliveries.
 - Ensuring proper storage facilities and maintaining meeting rooms and office space.
 - Liaising with office contractors and service providers to ensure the efficient functioning of the office.
 - Oversee office maintenance tasks, such as PAT tests, storage management, fire extinguisher checks, air-conditioning maintenance, and other ad hoc maintenance requirements.
- Ensure compliance with health and safety procedures, maintaining a safe working environment in the office. This includes serving as a Health & Safety marshal, conducting regular checks like DSE tests, weekly Fire Alarm testing and monthly water testing, and conducting refresher workshops and fire evacuation practices with staff.
- Support the arrangements for full team meetings, board meetings and board away day, including room bookings, hotel arrangements, catering and coordinating invites.

HR

- Organise and maintain the HR filing systems.
- Manage the recruitment and onboarding process for new joiners, including:
 - Posting job advertisements and liaising with hiring managers.
 - Liaising with IT to ensure all new joiner IT equipment and software is set up prior to their first day.
 - Completing an onboarding session about Health & Safety and IT on the new joiners' first day.

Other

- Coordinate volunteers in the office, including processing their applications, conducting inductions, and organising their activities.
- Respond to and direct general office inquiries by phone or email.
- Attend Fundraising Major Events and provide administrative support.

The above list is not exclusive or exhaustive, and the post holder will be required to undertake such duties as may reasonable be expected.

PERSON SPECIFICATION

The following qualities and skills are essential for this role:

- A real people person: friendly, helpful, flexible, and supportive to colleagues.
- Excellent communication skills in person, in writing and on the telephone.
- Highly numerate.
- Accurate, good attention to detail.
- Highly organised: able to manage multiple tasks, conflicting priorities, and work under pressure, balancing important tasks with urgent demands. Able to work efficiently and to see how to make things easier and more efficient for people.
- Able to work on own initiative and as part of a team.
- A creative and proactive 'can do' approach to all areas of work.
- Excellent IT skills; confident with Microsoft Office and standard office equipment like printers, shredders, monitors, etc
- 12 months experience of working in an office environment.

Candidates that also have these qualities and skills will be at an advantage:

- Experience of working in charities
- Administration experience including setting up and/or improving administrative systems.
- Knowledge of Donorfy or similar databases
- Familiarity with Sage or similar accounting software

We actively encourage applications from people affected by spinal cord injury (including friends or family member) and ethnic minority candidates.

TERMS AND CONDITIONS

Type of Employment: Permanent

Pay: £24,000 – 26,000 per annum dependent on experience (inc. 5% London Allowance)

Location

Wandsworth – SW18

Hours of work

Your normal hours of work will be between 9am and 5pm, a total of 35 hours per week.

Some flexibility of working hours may be required in accordance with the needs of the charity.

Flexibility in working hours may be negotiated to enable a better work/life balance or meet particular needs as required.

Probation

There will be a six-month probation period.

Notice Period:

One calendar month on either side, after a satisfactory six-month probationary period.

During probation, notice will be one week either side.

Disabled access

The office is fully wheelchair accessible including toilets.

Staff Benefits

- Holiday
You are entitled to 22 days paid holiday per year plus bank and public holidays. This increases by one day per year up to a maximum of 25 days (pro rata).
Additionally, the office is closed between the Christmas and the New Year period giving an additional 3 days.
- Pension
Back Up has a designated stakeholder pension scheme that staff can join. With a staff contribution of 5% salary, Back Up will contribute 3% into this scheme. The Charity contribution increases by 1% every two years of service, capped at 6%. The Charity may deduct pension contributions from your salary, in accordance with the rules of the pension scheme from time to time in force.
- Generous sickness pays provision
- Access to financial advisor – Exploratory meeting with an independent FSA
- Season ticket loan: an interest free loan for the purchase of a season ticket.
- Ride to work scheme.
- Compassionate leave
- Study and sabbatical leave.
- “My day” – 17.5 (pro rata) hours per year to carry out voluntary work
- Life Assurance – 3 times annual salary