



Operations and Facilities Assistant

Job Description

About Galop

Galop is the UK's LGBT+ anti-abuse charity. Founded in 1982, and have been championing the needs and safety of the LGBT+ community for over 40 years.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We run a national support helpline: for LGBT+ victims and survivors of abuse and violence. We provide advocacy and counseling services for LGBT+ victims who need longer-term support. We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping our clients decide what is best for them, and then supporting them through their journey.

We use what we learn through working on the frontlines with clients to work for national and local policy change to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research, like our upcoming report into LGBT+ experiences of sexual violence. We push for legislative change, improved statutory guidance for victims, and better understanding of the needs of LGBT+ people around the country.



About the Operations and Facilities

Assistant role

We are seeking an Operations and Facilities Assistant to work closely with the Senior Operations & Facilities Manager to ensure the effective and efficient running of the organisation's administrative systems and day to day activities.

This role supports the work of the whole organisation – acting as our receptionist, as well as supporting on a wide range of administrative tasks across HR, systems, IT, and building management.

The Operations & Facilities Assistant will often be the first point of contact for the internal Helpdesk, playing a key role in responding effectively to enquiries, as well as supporting key projects within the Operations and Facilities team.

- Ensure cover in the building, as part of an agreed rota managed by the Senior Operations and Facilities Manager, acting as the first point of call for staff and visitors.
- Monitor inboxes and respond to incoming emails, fielding emails to relevant people in the organisation as required.
- Action tasks from our internal Helpdesk, via the shared mailboxes, across HR, IT, systems, and facilities.
- Provide administrative support to HR functions, including maintenance of HR records and our HR system, as well as supporting recruitment, references, DBS's, DSE assessments and on-boarding and offboarding.
- Order materials, including office equipment and stationery
- Provide general facilities and building management assistance
- Report and liaise with contractors or external parties about any office and building repairs
- Support training through researching providers and booking rooms
- Provide administrative support of individual projects as directed and delegated by the Senior Operations & Facilities Manager
- Provide general administration contact for Staff and Volunteers for expenses, IT support, office supplies, etc.
- Collect and distribute post



- Support Subject Access Requests and help organise redaction and delivery
- Support the wider work for the Operations and Facilities team, and the Finance team, as needed
- To participate in any additional duties as needed

Due to the nature of the role, it is anticipated that this role will work mostly from the Galop building in central London, but can support one or two days a week working from home. The role may require some evening and weekend work as needed.

About you

We're looking for someone with excellent organisational and interpersonal skills and well as good project management abilities. You'll need to be able to manage multiple competing priorities, have strong research skills, and be keen to learn and innovate. You'll be a good problem solver and have strong judgment as well as an awareness of risk. You'll need to have good resilience and self-care, and be prepared to work in an environment where abuse and violence are regularly talked about. You'll need to understand the impact of trauma and how that affects our frontline staff.

The below list is a guide for the kind of skills and experience we'd like you to have – but you don't have to have it all to be considered. We recognise that your experience may be from unpaid roles as well as formal employment. We want to know why you're the right person for this role, not whether you've been given the right opportunities.

Experience and knowledge	Essential (E) or Desirable (D)
Experience of administrative tasks	E
Experience of working with existing processes	E
A keen interest in supporting others and experience of team working	E
Experience of maintaining and developing administrative systems	D
Experience of handling complex, sensitive, and confidential information	D



Experience of maintaining online systems, such as databases or HR systems	D
Experience with building or facilities management	D
Knowledge of GDPR UK and Data Protection	D
Skills	
Strong interpersonal and communication skills	E
Ability to problem solve and think creatively	E
Ability to work with multiple competing priorities and to effectively prioritise your workload	E
Ability to work well under pressure while remaining strongly detail-oriented	E
Strong understanding of discrimination and intersectionality	E

At Galop, we believe that life should be safe, just and fair for all LGBT+ people, and that includes our staff in the workplace. We believe in equity and understand the importance of inclusion for staff with a wide range of lived experience. No matter your age, race, faith, orientation, gender identity, disability, or class, we want you to feel welcome here. To that end Galop has a multi-year Equity, Diversity, and Inclusion plan in place, currently focusing on equity and inclusion for trans and BAMER members of staff. We are committed to listening and learning, and to constant improvement. We believe it is our job to make sure that all our staff, particularly those from minoritised backgrounds, feel welcome, safe, and able to thrive at Galop.

Location

Galop's offices are located in London. This role will be hybrid, 3-4 days working in the office, 1-2 days working from home.

Hours

Full time (35 hours per week)



Contract

Permanent.

Line manages:

n/a

Reports to:

Senior Operations & Facilities Manager

Salary

£26,030.63 - £28,309.92 (including an inner London weighting of £4,129.42)