



Operations and Administration Officer

June 2024



1.Role summary

Title	Operations and Administration Officer
Salary	£28,000 FTE
Hours	Flexible. Open to options between 3 days (21 hours/ 0.6FTE and 5 days (35 hours/ 1 FTE)
Contract	Permanent
Location	Warrington Head Office base with hybrid working available.
Reporting to	Chief Operating Officer

2.Staff benefits

Wheels for All is committed to the health and wellbeing of our staff. We are proud to offer these benefits to all members of our team:

- **Birthday bonus** – take an additional day off to celebrate your birthday.
- **Volunteering** – take a volunteering day each year to support another charity or Wheels for All partner.
- **Apparel** – we will provide all members of staff with quality clothing to keep them looking and feeling good when out and about.
- **Flexible working arrangements** - including working from home and flexibility around caring responsibilities.
- **Annual leave entitlement of 25 days** - in addition to public holidays, increasing by one day each year up to a maximum of 30. (Note: pro-rata for part-time colleagues).
- [Employee Assistance Programme](#) - access to a 24/7 confidential helpline, counselling services and online information.
- **Healthy and wellbeing** - we welcome staff to embed regular exercise into their daily work lives. We provide access to a [Cycle to Work scheme](#) (unlocking savings of up to 47% on the cost of a new cycle and accessories) and yoga classes at our head office.

3.About Wheels for All

Wheels for All (the operating name of Cycling Projects Ltd) is a leading national charity delivering accessible cycling opportunities for people to be active on their terms.

- Wheels for All was established over 30 years ago and has created the largest network of inclusive cycling opportunities across the country, supporting people to start and continue cycling regardless of ability.
- Working with local partners, we have supported the creation of more than 50 inclusive cycling hubs, many of which are now run independently, assisted by dedicated and committed staff and volunteers.
- Wheels for All is also a national leader for inclusive cycle training providing specialist support and guidance to community initiatives and partners on setting up local inclusive cycling programmes.
- We are proud to support more people to be more active, improving their physical and mental wellbeing.
- We are committed to providing safe, enjoyable, accessible, and social environments for our participants to begin and progress their cycling, whether for recreation or active travel.

We are currently in an exciting period of growth as we upscale our delivery to enable more people to enjoy the benefits of cycling.

Our new 'We Ride Together' Film captures the true spirit of the charity. It's powerful language in and imagery tells the story of Dave, a Wheels for All volunteer and cyclist who had been recently widowed and joined the charity to help him deal with his bereavement. Loneliness is one the main health concerns we face, and people are feeling more isolated and disconnected than ever before. Dave is proof that having a connection with others through a shared interest such as cycling can provide a happier and healthier future for all involved. Our cycling offers are fine examples of how communities can flourish and thrive. We never underestimate the lifeline that the charity is to many people.

Please watch the new film here

<https://www.youtube.com/watch?v=wAHYqIQqUa8>



4.Role overview

Wheels for All is seeking an **Operations and Administration Officer** as we embark on an exciting period of growth. In this pivotal role, you will support the Operations team, the Executive Management Team (EMT), the Board of Trustees, the Finance team, and the wider organisation. Your responsibilities will span various operational, compliance, administrative, and support functions, ensuring the smooth running of our charity, including:

5.Role responsibilities

Human Resources Support

- **Recruitment:** Support the recruitment process by helping to create job descriptions, place adverts, attract quality candidates and conduct assessments.
- **Staff Onboarding:** Ensure all new staff are welcomed and integrated into the organisation, guided by the new starter checklist.

- **DBS & Safer Recruitment:** Ensure the safety and well-being of all beneficiaries, by ensuring appropriate DBS checks are conducted for all employees, volunteers, trustees, and contractors who work with or have access to children, young people, or vulnerable adults and employees
- **HR Administration:** Support HR administration by managing contact databases, probation period deadlines and performance review schedules.
- **Employee Relations:** Help promote a positive work culture by facilitating open communication, addressing workplace issues and supporting the management of any employee conflicts or grievances.
- **Managing Employee Benefits:** such as the Employee Assistance Programme, annual leave entitlement and apparel.
- **Training Requirements:** Manage training schedule for the team, including first aid, health and safety, data protection and safeguarding.
- **Employee Engagement:** Help create and deliver initiatives to enhance employee morale and satisfaction, such as team-building activities and events.
- **Asset Management:** Oversee the issue, use and return of equipment used by the team, such as uniforms, phones, laptops etc.

Compliance Support

- **Data Protection:** Support the Data Protection Officer in ensuring compliance with data protection regulations.
- **Audit Schedules:** Oversee audit schedules for health and safety assessments.
- **Documentation Management:** Document and manage the retention schedule and naming conventions.
- **Policy and Procedure Management:** Manage the review schedule for policies and procedures, helping the Board and EMT ensure compliance with the Tier 3 Code for Sports Governance.
- **Workplace Safety and Health:** Help ensure a safe and healthy work environment by implementing safety protocols, training programmes and complying with regulatory standards related to workplace safety, such as workplace assessments.
- **Insurance:** Manage insurance policies schedules for equipment, personal liability, professional liability, etc.

IT Support

- **Technology:** Support the implementation of new technology solutions, such as HR and Monitoring and Evaluation systems.

- **System Access:** Manage access for systems like Worknest E-learning, SharePoint, etc.
- **Microsoft Implementation:** Create and manage Microsoft 365 accounts for staff and board members.
- **Filing Structure Oversight:** Maintain and oversee the organisation's SharePoint filing structure.
- **Equipment Maintenance:** Ensure appropriate maintenance, updates, and training for IT equipment.

Executive Management Team (EMT) and Board Support

- **EMT Support:** Provide support to the Executive Management Team where necessary.
- **Board Meeting Arrangements:** Arrange board meetings and AGM, including communicating with members, taking minutes when required and filing documents.
- **Governance Documentation:** Keep the website updated with governance documentation.
- **Trustee and Member registration:** Manage the registration and setup for trustees and members

Office Management

- **Point of Contact:** Serve as the primary contact for internal and external enquiries, manage phone calls, and handle mail.
- **Office Staffing Management:** Oversee bookings, phones, and ensure adequate office staffing levels.
- **Contract and Compliance Management:** Oversee contract details and renewals for office equipment, supplies, health and safety checks, fire safety and liaison with landlord.
- **Booking Assistance:** Assist staff with bookings for vans, events, travel, etc. such as at our presence at the National Cycle Show and other major cycling and disability inclusion events.

Note: This job description is subject to amendment based on experience and consultation with the post holder. It provides a general indication of duties and may vary over time.

Background Checks: As this role may involve working in regulated environments with young people and vulnerable adults, any offer will be conditional on satisfactory background checks, including criminal record checks and references.

6. Person Specification:

To excel as the Operations and Administration Officer, you should possess a blend of skills, experiences, and attributes that enable you to effectively support various teams and manage a wide range of functions. Below is the ideal person specification for this role:

Qualifications

- **Educational Background:** A relevant degree or equivalent qualification in business administration, management, or a related field is desirable.

Experience

- **Administrative Experience:** Proven experience in an administrative or operations support role.
- **Event Coordination:** Experience in organising and supporting events.
- **Document Management:** Experience managing document retention schedules and filing systems.
- **Equipment and Inventory Management:** Experience managing office equipment, supplies, and inventory.
- **Health & Safety Compliance:** Experience with health and safety procedures and audits.
- **Human Resources Support:** Experience supporting HR functions, including recruitment, onboarding, and personnel file management.
- **IT Systems Management:** Experience managing IT systems and working with IT support agencies.

Skills

- **Communication:** Excellent written and verbal communication skills.
- **Organisation:** Strong organisational skills with the ability to manage multiple tasks and priorities.
- **Attention to Detail:** High level of accuracy and attention to detail.
- **Problem Solving:** Strong problem-solving skills and the ability to think proactively.
- **IT Proficiency:** Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and familiarity with SharePoint and other relevant software.
- **Interpersonal Skills:** Excellent interpersonal skills with the ability to build effective working relationships with colleagues, board members, and partners.

Attributes

- **Professionalism:** Demonstrates a high level of professionalism and confidentiality.
- **Adaptability:** Flexible and adaptable to changing priorities and demands.
- **Initiative:** Self-motivated and able to work independently with minimal supervision.
- **Team Player:** Works effectively as part of a team and supports colleagues as needed.
- **Reliability:** Dependable and trustworthy, with a strong sense of responsibility.

Additional Requirements

- **Commitment to the Organisation's Values:** A strong commitment to the mission, values, and goals of the organisation.
- **Data Protection Awareness:** Knowledge of data protection regulations and a commitment to ensuring compliance.
- **Willingness to Learn:** A proactive approach to learning and personal development, keeping up to date with industry best practices and new technologies.

7. Application Process

Please apply by sending your CV and a covering letter explaining how you meet the requirements of the role to recruiting@wheelsforall.org.uk, including 'Operations and Administration Officer' in the title. Alternative formats are also welcomed e.g. video or audio.

You don't need to be a cyclist to apply for this role, but you do need to share our passion to deliver our services and enjoy making a difference to people's lives.

Closing date for applications: 5pm July 19th, 2024

If you have any questions or would like to have an informal discussion about the role, please email recruiting@wheelsforall.org.uk, call 01925 575 628 or visit ours [contact page](#).

Data protection

Wheels for All will only process and store your personal information. (this means any information that identifies or could identify you) for the purposes of recruitment, after which it will be securely disposed.

Equal opportunities

We welcome and encourage applications from people of all backgrounds.

Wheels for All is committed to creating an inclusive culture, through fostering a diverse workforce where everyone feels like they belong, differences are valued, and everyone can reach their potential. We are a [Disability Confident Committed employer](#) and are actively seeking to diversify and to create a workplace that is welcoming for all, ensuring that our workforce is representative of wider society and the communities we support.

