The Anne Frank Trust UK

Operations and Engagement Assistant

Job description

Key details

Job title	Operations and Engagement Assistant
Salary	£28,860 per year
Location	Kentish Town, London. Four days a week in the office, with the option to work from home on Fridays unless needed on site
Hours	Full time, 37.5 hours a week
Contract	Permanent
Reports to	Director of Operations and Deputy Chief Executive
Closing date	Wednesday 9 December 2026
Interviews	On a rolling basis
Start date	Ideally January 2027

About us

The Anne Frank Trust UK is an education charity. Learning from Anne Frank and the Holocaust, we empower young people aged 9 to 15 to recognise and challenge antisemitism and all forms of prejudice.

Founded in 1991 by friends of Anne's father Otto, we are the UK education partner of the Anne Frank House in Amsterdam, and we are proud to have Her Majesty Queen Camilla as our Royal Patron. In 2025 we reached 132,000 young people through workshops in around 300 schools, online events for around 800 schools, and our Anne Frank Ambassadors programme. Independent research by the University of Kent shows the lasting difference our work makes to young people's attitudes.

At a time of rising antisemitism, Islamophobia and other forms of hate, our work matters more than ever. We are a friendly, committed team of around 25, and every role helps us reach more young people.

About the role

This is a varied, hands-on role for someone at the start of their career who wants to learn how a charity really works. Reporting to our Director of Operations and Deputy Chief Executive, you'll keep the Trust running smoothly behind the scenes, help bring our events to life, and support our growing work with Parliament and government.

You'll work across every team, including Operations, Fundraising, Communications and Education, so you'll gain a broad understanding of how a charity operates, with plenty of support to develop your skills.

You'll be joining at an exciting time. 2027 marks the 80th anniversary of the publication of Anne Frank's diary, making it a busy and high-profile year for the Trust, and a great time to become part of our team.

What you'll do

Operations and HR

- Handle day-to-day administration, including scheduling meetings, booking travel and venues, ordering supplies and keeping records up to date
- Be a first point of contact for internal and external enquiries
- Look after day-to-day office management, keeping our Kentish Town office running smoothly
- Provide first-line IT support to colleagues, working with our external IT provider
- Support HR administration, including onboarding and offboarding, HR records, training logs and recruitment
- Keep our policies, procedures and resources organised and accessible on SharePoint
- Help update our Salesforce database and pull together simple reports
- Spot ways to improve how we work and help put them into practice

Events

- Play a key role in planning and delivering our Annual Lunch, a flagship fundraising event that brings together around 600 supporters, patrons and high-profile guests at a central London venue, working closely with our Fundraising team from early planning through to the day itself
- Plan and run team-wide events, including staff training days and away days, that bring our UK-wide team together and strengthen our culture
- Coordinate the logistics for Education events, such as conferences, graduations for young people and training days
- Manage suppliers, venues, timelines and checklists, and be a calm, organised presence on the day
- Gather feedback after events and help make each one better than the last

Public affairs

- Monitor Parliament and government activity relevant to our work, and help produce short regular updates for the senior team
- Research and keep up to date our records of MPs, peers and other political stakeholders, including those linked to the schools we work with
- Help organise visits from MPs and other decision-makers to see our work in action
- Support research for briefings and consultation responses

General

- Travel occasionally across the UK, including some overnight stays
- Work occasional evenings and weekends for events, with time off in lieu
- Take on other tasks appropriate to the role, as agreed with your line manager

About you

This role would suit a recent graduate or someone early in their career who is hungry to learn and keen to build a career in the charity sector. You'll be educated to degree level or have equivalent experience, but you don't need to have worked in a charity before. Above all, we're looking for someone who is:

- **Highly organised**, with excellent attention to detail and the ability to juggle several tasks and deadlines at once
- **A clear communicator**, in writing and in person, and confident dealing with people at all levels, from colleagues and young people to supporters, patrons and politicians
- **Keen to get involved in events and public affairs**, enjoying the buzz of pulling an event together and interested in learning how charities engage with decision-makers
- **Calm and practical under pressure**, especially when an event is in full swing
- **Confident with digital tools**, including Microsoft 365, Outlook, Teams, Zoom and spreadsheets, and quick to pick up new systems such as Salesforce and SharePoint
- **Reliable and discreet**, able to handle confidential and sensitive information with care
- **Proactive and positive**, happy to pitch in wherever needed and to suggest better ways of doing things

Our values

- A commitment to our mission of empowering young people to recognise and challenge antisemitism and all forms of prejudice
- A deeply held belief in equality and diversity, and a willingness to learn
- Willingness to travel across the UK and to work occasional evenings and weekends

What we offer

- 28 days' annual leave plus bank holidays, and extra days off when the office closes between Christmas and New Year
- A contributory pension of 10% (5% employee, 5% employer), with the option to increase to 17% (7% employee, 10% employer) after passing probation
- Long service awards from your first year, with extra annual leave after three years
- Access to charity sector discount schemes
- An Employee Assistance Programme offering free, confidential support
- A supportive team that invests in your learning and development

Our commitment to equality

At the Anne Frank Trust UK we are strongly committed to equality of opportunity in recruitment and employment. We aim for a diverse workforce and inclusive working practices.

As an anti-prejudice education charity, we value the insights of staff with lived experience of prejudice or discrimination.

If you need any adjustments or support during the recruitment process or in the role, for example because of a disability or another characteristic protected under the Equality Act 2010, please let us know in your application. We'll see this as a positive request and talk with you about how we can help.

How to apply

Please apply through CharityJob with your CV and a cover letter of no more than one side of A4, explaining why you're interested in the role and what you would bring to it. The closing date is **Wednesday 9 December 2026**.

We are interviewing on a rolling basis and reserve the right to close the advert early if we find a suitable candidate, so we encourage you to apply soon.