

## Job description: Operations Officer

**Duration:** Permanent

**Salary:** £33,840, working 37.5 hours per week

**Location:** Flexible – a hybrid mix of homeworking and 3 days per week in the London office

**Reporting to:** Head of Operations

**Department:** People & Operations

**Direct reports:** None

### Purpose of the job

The Operations Officer provides vital administrative and operational support across UK Youth, helping ensure our people, systems, and workplaces are set up for success. You will play a key role in keeping day-to-day operations running smoothly and ensuring teams have the tools, resources, and information they need to work effectively.

Working closely with the Head of Operations, you will take responsibility for core operational processes including systems administration, facilities coordination, cross-departmental events and compliance support.

This role strengthens the foundations that enable UK Youth to deliver for young people in the long term by supporting strong systems, effective ways of working, and a positive workplace environment.

### Why work at UK Youth?

UK Youth exists to widen the reach and deepen the impact of youth work and outdoor learning, so that every young person has someone who believes in them. Our vision is a society that backs every young person - through each spark, struggle and success.

As the UK's national infrastructure body for youth work, we strengthen and champion a diverse network of youth organisations, unlock investment, shape policy and build the evidence base for what works. At a time of growing need and inequality of access, our work has never been more important.

We are entering an exciting new phase of our strategy - focused on long-term resilience, income diversification and a transformational Capital Appeal to develop Avon Tyrrell as a national centre of excellence for outdoor learning. Joining UK Youth means being part of an ambitious, impact-driven organisation committed to strengthening youth work for generations to come

### Key responsibilities

#### IT & Systems

- Manage the day-to-day relationship with our IT support partner, including monitoring support tickets, approving change requests, and escalating issues to the Head of Operations where

required.

- Support the maintenance and monitoring of IT equipment in collaboration with our IT Support Partner
- Maintain our IT asset register; be responsible for ensuring all IT equipment is accounted for and organising its safe distribution.
- Maintain and improve UK Youth's SharePoint and MS Teams sites and channels, ensuring efficient organisation, accessibility of information and compliance with information and data protection policies
- Support operational improvement projects, including process automation e.g., use of Microsoft Forms and Power Automate to streamline and automate internal workflows such as onboarding, approvals, and data collection.

## Office Management

- Serve as the primary point of contact for all London office facility needs, liaising with landlords, contractors, suppliers, and cleaners to ensure the workspace remains safe, functional, and well maintained.
- Manage staff building access and oversee the use of UK Youth's storage facility, ensuring secure and efficient use of space.
- Manage and maintain the room booking systems, ensuring availability, access, and efficient use of meeting spaces.
- Manage departmental shared inboxes, general phone lines and post, ensuring timely and helpful responses.
- Coordinate purchasing and maintenance of office supplies and equipment, ensuring value for money and timely delivery.

## Health & Safety

- Act as the main contact for Health & Safety within our London office, ensuring compliance with policies and procedures.
- Coordinate H&S inductions and site orientations for all new starters and maintain risk assessments, compliance logs, and required documentation.
- Maintain UK Youth's risk assessment log and review schedule
- Support the collection, tracking, and reporting of organisational H&S compliance data, contributing operational reporting.
- Contribute to the development and documentation of standard operating procedures (SOPs), templates, and internal process playbooks.

## Team Support

- Provide day-to-day administrative and coordination support to the People and Operations Team.
- Maintain departmental calendar, schedule meetings, and coordinate agendas, papers, and minutes.
- Lead logistics for key organisation-wide events such as our quarterly Town Halls.

## Officer behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles, and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds understanding of equity, diversity and an inclusive culture
- Able to take personal accountability for key work areas and understand individual accountabilities within work areas back to inform planning and decision making
- Able to identify cause and effect relationships and take a solution focussed approach
- Able to be solution focussed in their thinking and approach.
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

## Person specification: Operations Officer

### Experience

- Experience supporting operations, administration, compliance, or facilities within a busy organisation.
- Experience coordinating service providers, contractors, or suppliers.
- Experience supporting digital systems (e.g., Microsoft 365, SharePoint, Teams) and contributing to process improvements.
- Experience handling sensitive information and maintaining accurate, high-quality records.

### Skills & Competencies

- Highly organised and detail-oriented, with the ability to manage competing priorities.
- Strong verbal and written communication skills.
- Confidence working with digital tools, spreadsheets, and Microsoft 365 applications.
- A proactive problem-solver with an improvement-focused mindset.
- Able to build warm, supportive working relationships across teams.

### Personal qualities

- Collaborative, kind, and solution focused.
- Calm and steady under pressure, able to juggle multiple tasks effectively.
- Committed to UK Youth's mission, vision, and values.
- Eager to learn, grow, and support a positive operational culture.

## Organisational Responsibilities and Expectations

- Champion safeguarding, equality, diversity, inclusion and belonging, ensuring these principles are embedded in your practice.
- Support in fostering a culture of continuous learning and development across the organisation.



- Uphold the standards of conduct set out in our Code of Behaviour.
- Attend and contribute to 121s and team meetings, training, and other events as required.
- Be committed to delivering good performance and a high level of customer service.
- Work collaboratively with the Operations Team and your wider working colleagues

This job description does not form part of your contract of employment. You may be required by UK Youth to undertake any duties within your skills and experience which we reasonably consider necessary to meet business needs

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments. This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.

As part of the recruitment process UK Youth will be gathering and uses certain information about you. For further information regarding this please review our [Data Protection Privacy Notice](#) which explains what data of yours we process and how we use it.