

Operations Officer

Title: Operations Officer

Hours: Full time

Place of work: This role is based in London and requires attendance at the office every Monday for a mandatory office day, as well as typically one additional day each week for office-based activities.

Department: Operations

Reports to: Operations Manager

Job Description

Main purpose of the job:

The Operations Officer will play a vital role within the Operations team, ensuring the smooth functioning of Action Tutoring's daily operations while serving as the initial point of contact for external stakeholders.

This role requires a collaborative and effective communicator who can provide a positive and professional experience for external stakeholders who reach out via the phone line and email inbox. Responsibilities include triaging enquiries to other departments and handling confidential and sensitive information as needed.

The role also works with the Operations Manager and other individuals to support the broader organisation, and requires an organised and detail-oriented individual to oversee multiple responsibilities. This includes travel and accommodation logistics, diary management, event support, resource management and office space coordination. It is a highly collaborative role, and in particular the Operations Officer works closely with the HR team to provide administrative support for new starters and leavers and with IT service providers to ensure the team receives reliable and effective support.

Specific responsibilities relating to the role:

- Act as the first point of contact for the Action Tutoring phone line and email inbox- Oversee our main Action Tutoring phone line, answering, screening and directing phone calls in a timely manner. Manage, triage and respond to general email enquiries sent to the hello@ inbox within two business days. This includes supporting with tutor reference requests, triaging complaints by following the complaints process accurately and ensuring communications are logged on Salesforce.
- Resource management and tracking- Ordering, procurement and stock management of key resources; especially working from home, phone and IT equipment, stationery and programme resources and for the staff team. Ensure accurate records are maintained by updating key trackers.
- Oversee travel and accommodation logistics- Travel coordination, including booking tickets and accommodation for all staff, supporting with team days, tutor taxis and staff Oysters; supporting Operations Manager with administrative tasks for Senior Management and Leadership Teams and CEO.
- Diary management - Support the Operations Manager as needed with diary management for the CEO and SMT.
- New starter, leaver and role change administration - Support with the administration of the starter, leaver, role change and maternity leave processes working closely with the Head of People and Culture and HR and Safeguarding Officer.
- Team day, meeting and event support - Arranging meetings and events, including the whole team meeting, booking meeting rooms in the London office and for regional office days. Support the Operations Manager with organising the Senior Management and Middle Manager away day, providing adhoc support to the HR team including arranging staff socials.
- London office support- Responsible for the collection and distribution of post, the desk booking process, supporting with adhoc printing requests and for ensuring the storage space in the London office remains organised.
- Oversee the team bulletin- co-ordinate the weekly team bulletin and support internal comms processes as part of the wider team.
- Work with service providers and attend monthly supplier meetings - Work with our IT and phone provider to ensure they deliver the commissioned service on time and to agreed specifications, with support from the Operations Manager. Participate in monthly programme resource supplier and IT supplier meetings and carry out administrative actions where required.

- Administrative support for our IT systems - Undertake basic training in Google Workspace, Slack and Microsoft to provide administrative support.
- Health and safety documentation- Oversee the completion of staff health and safety documents, review responses and escalate to the Operations Manager as needed

Other general responsibilities:

- Act as an ambassador for both the programme and AT in interactions with all external parties and respond to queries in a timely, polite and effective manner.
- Operate as a flexible team player and provide a high level of administrative and practical support as necessary to facilitate a 'one team' approach.
- To be aware of and comply with all policies and procedures at AT including Safeguarding and Health & Safety, reporting any concerns to an appropriate person.
- To provide a high level of customer care to anyone connected with AT.
- To be aware of and support diversity and equal opportunities for all, appreciating and supporting the role of other professionals.
- To contribute to the overall ethos, work and aims of AT.
- To attend and participate in meetings and events as required.
- To participate in training and other learning activities as required.
- To work as part of a team undertaking duties as required to ensure the smooth running of the team.
- To undertake all other duties commensurate with the level of the post as required, to ensure the efficient and effective running of AT.

The job holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with the relevant AT Safeguarding and Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report this in line with the Safeguarding policy.

Required competencies and skills:

Competencies	Technical skills	Soft skills
Communication and relationship-building	<ul style="list-style-type: none"> • Build strong professional relationships, including with volunteer tutors, funders, schools, service providers, partners or other supporters. • Articulate externally and internally Action Tutoring's mission and vision, model, and approach to impact. • Track interactions in communication channels and use appropriate IT systems to manage relationships. 	<ul style="list-style-type: none"> • Handle difficult conversations with external stakeholders effectively and know confidently how and when to escalate issues. • Begin to develop persuasion skills to articulate Action Tutoring's vision to a smaller audience. • Show sensitivity to diverse cultures, understand and respect different perspectives, foster inclusivity, and collaborate effectively with individuals from various backgrounds.
Planning, solution-building, and adaptability	<ul style="list-style-type: none"> • Employ strategies to manage weekly and monthly tasks independently, keep to deadlines and escalate capacity issues appropriately. • Manage programmes, projects or partnerships in a timely manner and ensure regular communications with all parties involved. • Build an understanding of Action Tutoring's operational cycle across the academic year. • Develop knowledge of Action Tutoring's safeguarding practices and their role within Action Tutoring's operational delivery and planning. 	<ul style="list-style-type: none"> • Adapt to change and be resilient to the sometimes unpredictable nature of work. • Suggest solutions to problems and alternative routes to achieve an improved result. • Demonstrate accountability by proactively reflecting on and addressing performance shortfalls. Take ownership of professional self-improvement and ask for support as needed. • Actively participate in an inclusive culture in all relationships.
Impact, data and financial understanding	<ul style="list-style-type: none"> • Develop knowledge of Action Tutoring's 'Theory of change' and its purpose. • Understand Action Tutoring's basic income and expenditure structure, including process for claiming, authorising and paying expenses. 	<ul style="list-style-type: none"> • Understand and use appropriate evidence when communicating Action Tutoring's impact and model. • Understand the significance of data capture in shaping Action Tutoring's overall strategy and

	<ul style="list-style-type: none"> • Develop a knowledge of data governance and how it applies at Action Tutoring for data security and personal data protection. • Develop technical skills to use Salesforce and Action Tutoring's IT systems effectively and understand their role in the charity. • Manage and ensure timely and accurate data entry. 	<p>approach to impact measurement, including how this relates to DEI priorities.</p>
<p>Leadership and people management</p>	<ul style="list-style-type: none"> • Understand the HR processes and procedures within the team and the wider organisation. • Develop an understanding of Action Tutoring's external environment and sector to understand how and why decisions are made. 	<ul style="list-style-type: none"> • Effectively lead (whether directly or indirectly) external stakeholders and colleagues by creating an energising, creative, and supportive environment, living out Action Tutoring's values. • Foster effective colleague and volunteer tutor relationships, contributing to an inclusive workplace that embraces and celebrates diversity of thought, background and experience.
<p>Resources:</p> <ul style="list-style-type: none"> • To operate office equipment e.g. computers, printers and phones • To use Microsoft packages as required to produce correspondence, spreadsheets and reports. • To use any databases or IT systems that are specific to the individual programmes and AT as a whole. 		

I understand and agree to undertake the responsibilities outlined in the Job Description above in line with AT's values

Name in full:

Date:

Signature:

Our Values:

The team has together agreed a number of core values that reflect how we wish to operate. We believe these should be fundamental to how we operate in practice and ask that all staff reflect on the values and seek at all times to uphold them.



Collaborative

Partnerships with schools are at the heart of our model. We also regularly engage with our peer charities and organisations such as Teach First, Impetus and the Fair Education Alliance, to maintain a united force on tackling education inequality.



Reflective

In addition to our impact analysis, we regularly survey pupils, teachers and tutors to help inform improvements to the programme. We are hugely proud of our impact and the programme we offer but are always looking to make it even better.



Evidence based

We track the progress of our pupils through data collection from schools and our own baseline tests and interim assessments, to ensure our support is having an impact. Where appropriate we work with external evaluators to regularly assess our evidence.



High standards

We maintain professional standards through all of our interactions with partner schools and volunteer tutors and strive to achieve excellence in all we do.



Integrity

We share all pupil progress data with partner schools, even if the outcomes aren't as hoped, and make our evaluation reports widely available.



Aspirational

We develop our training and resources to support our pupils, tutors and staff to be the best they can be.