



Role Title: Operations Officer

Pay: £28-£32k per annum, depending upon experience. PIPs pension, bonus scheme, generous holiday allowance and private healthcare.

Contract: Full-time, permanent

Reports to: Senior People Operations Manager

Direct reports: None

Location: This is an office-based role. (Black Bull Yard, 24–28 Hatton Wall, London EC1N 8JH)

How to apply: Please email your CV and a cover letter outlining why you are a great fit for this role, to hello@ukie.org.uk by Friday, 27th March.

About Ukie

Ukie is the trade association that represents and supports the UK's thriving video game and interactive entertainment industry. Our small team supports a membership of nearly 700 leading businesses, helping them to create some of the world's most exciting games.

We are seeking a proactive, motivated and organised individual to join the team.

The role is a great opportunity for someone who wants to learn, be involved in a wide range of activities and develop their skills.

About you

You will be a proactive and highly organised individual who enjoys building positive working relationships across a small, busy team, working within a nationally recognised trade association.

Ideally, you will bring:

- The ability to work quickly and accurately, with an excellent eye for detail
- A willingness to learn new procedures and ways of working
- Excellent communication skills, with the ability to interact effectively with stakeholders
- Experience serving as an Operations Officer with responsibility for comprehensive office administration functions, or in a similar role.
- Advanced skills in Microsoft Office

What you'll be doing

The Operations Officer role is responsible for ensuring the smooth running of the office and providing administrative and operational support to the team. This role keeps the office organised, efficient, and welcoming, while supporting the CEO and employees with day-to-day needs.

Your day is likely to involve:

Team Support

- Assist with calendar management for the CEO
- Organise team meetings
- Support management and team members with administrative tasks
- Book travel and accommodation for the team
- Support recruitment by posting jobs and scheduling interviews
- Assist with onboarding by ensuring equipment and resources are ready

Office & Operations Support

- Welcome guests at reception and manage general enquiries including emails and phone calls
- Oversee day-to-day office operations, ensuring smooth functioning
- Manage meeting rooms, desk rental, and hotdesking areas
- Maintain relationships with service providers and review contracts
- Assist with office events and team activities
- Purchase and monitor office and IT supplies
- Monitor office expenses
- Ensure compliance with Health & Safety regulations and conduct risk assessments.

This role is ideally suited to a candidate who possesses prior experience in a comparable position and demonstrates advanced proficiency in the use of business applications, including Microsoft Excel, Microsoft Teams and email systems.

Hours of Work:

- Monday to Friday – 9.00am to 5.30pm
- Expectation that some evening and weekend work may be required to attend events as the business requires

This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and we would aim to reach agreement to the changes.

Our commitment to inclusion

Ukie is committed to being an inclusive employer. We welcome applications from people of all backgrounds, identities, and experiences, and we believe that a diverse workforce makes us stronger. If you need any reasonable adjustments during the recruitment process, please let us know.