

JOB DESCRIPTION

Job title:	Operations Officer
Location:	Hybrid (Office in Easton, Bristol)
Responsible to:	Operations Lead
Responsible for:	Occasional Volunteers and Interns
Hours and leave:	28 hours per week 25 days + Bank Holidays (pro rata)
Benefits:	Access to Employer pension, Cycle to Work scheme, Employee Assistance Programme.
Salary:	£29,938- £33,576 pro rata (depending on experience)
Contract:	Permanent

Role Summary: You will work within the Operations Team, and closely with the Operations Lead, to provide project support to Housing Matters' internal development. This will include supporting the monitoring and evaluation and quality processes and supporting the finance and reporting elements of the charity.

Responsibilities

Impact

- Support Monitoring and & Evaluation data sets
- Create and maintain appropriate data management systems
- Provide data analysis to support project proposals, reports and reviews
- Support the ongoing development of AdvicePro and maximise its effective use across the advice team
- Support the writing of end of year impact report and annual accounts

Operations

- Support the development and implementation HR processes
- Oversee the development of IT/ phone systems and act as the lead contact for our IT suppliers
- Support the implementation of new projects
- Oversee basic Facilities Management for the office
- Lead on Health & Safety compliance across the organisation

Finance

- Oversee day-to-day financial transactions (e.g. invoices and expenses) and administration, working closely with our external bookkeeper
- Support management to producing regular reports for board meetings

- Support the development of larger financial reporting, such as for funders or the annual accounts
- Contribute to the development of the organisation's budget and financial monitoring processes for core and project funding
- Drive the development of financial processes and procedures
- Initiate payments for invoices, payroll and clients.
- Oversee budget lines relevant to facilities management, office supplies and IT hardware.

General

- Undertake training to improve personal skills and knowledge required for the role
- Work alongside volunteers and trustees of the charity.
- Engage with and contribute to the development of the advice service as the charity grows.
- To work within Housing Matters policies and procedures, including equal opportunities, health and safety and confidentiality
- Any other duties as required by the Operations Lead, Director or Trustees.

Experience & Skills

Essential

- Excellent data analysis skills with experience of turning data into impactful reports
- Experience in a similar role, preferably within the charity sector
- Good understanding of equalities, health and safety and confidentiality policy and procedures.
- Good understanding of data protection legislation and quality assurance processes and application.
- Strong administrative and experience with basic project management work.
- Experience of managing invoices and making timely payments
- Strong computer literacy including an excellent understanding of MS Excel.

Desired

- Experience within the housing & homelessness sector.
- Experience of working in a small charity, ideally one which is undertaking growth and development.
- Experience of working with Advice Pro
- Experience of managing facilities incl. premises upkeep and coordinating external contractors e.g. cleaners, maintenance workers, IT consultants etc.
- Preferable financial experience includes; managing petty cash, filing invoices etc.

- Experience of producing reports on organisational outcomes and outputs, to demonstrate the quality and impact of services.
- Previous completed training could include; health & safety, fire safety, first aid, unconscious bias, project management, people management, data protection etc.

Qualities and Behaviours

- Excellent communication and interpersonal skills, with the ability to build strong relationships with stakeholders.
- A solution focused individual with a collaborative attitude to work.
- Ability to work under pressure, working flexibly to manage own priorities.
- Excellent analytical & interpretative ability.
- High level of accuracy and attention to detail.
- Ability to deal with challenging situations in a calm and effective manner and manage risk.
- An understanding of and ability to implement, Housing Matters' core vision, mission and values.