**Job Description**

**Job Title**: Operations Administrator

**Responsible to**: Finance & Operations Manager

**Grade:** £11.00 per hour

**Hours:** 32 hours per week; Monday to Friday, with occasional evenings/weekend work to be taken back as TOIL (time off in lieu)

**Location**: Based in Ramsgate Youth Centre (with some travel)

**Contract type**: 1 year fixed term contract (with a view to extend)

**Organisational ethos**

Our value for the wellbeing of employees and volunteers stems from the belief that people are important and should be valued. To support this ethos, we are committed to supporting the positive mental health and wellbeing of all our employees and volunteers, and whilst we recognise that work and life can have a negative impact on a person’s mental and physical health, we work to reduce stress in the workplace and offer support to those employees who may be experiencing difficulties.

**Job Purpose**

The Operations Administrator is responsible for all aspects of supporting the efficient running of Pie Factory Music, to provide operational support to the Finance & Operations Manager with some support for SMT (Senior Management Team) and HR duties.

**Overall Role Description**

As an organisation, we have grown considerably over the past few years and are now in need of an Operations Administrator to complete our core team, alleviating much-needed capacity and to provide key support for SMT, as well as managing operational responsibilities to ensure the success of the charity.

You will be part of a creative, dynamic office team that provides the administrative backbone of Pie Factory Music. This team supports the delivery of safe, positive and educational experiences for children and young people attending our workshops and services through the means of youth work, music and other creative arts.

The ethos of Pie Factory Music and the programmes and services we deliver is firmly rooted in creativity and made possible by strong teamwork therefore a team player mentality is vital. The role expectations below are based on an overarching commitment from all members of staff being vital to the success and achievements of Pie Factory Music.

We also require that all staff work in accordance and make themselves familiar with policies and procedures. These are not only in place to ensure the safety of our participants but also to protect and support staff members and the charity itself.

**Key Responsibilities:**

SMT Administrative Support

1. To provide support for all monitoring and evaluation processes.
2. To provide administrative support to the Board of Trustees, including minute taking, scheduling of meetings and distributing papers.

HR & Administrative Support

1. To administrate the staff/volunteer/Trustee onboarding process through our HR online platform and maintain up to date records, including DBS, staff work patterns, contact information, lanyards, photos, etc.
2. Set up mandatory training for all staff/volunteers as part of the onboarding process, in addition to administering renewals.
3. To assist in the arranging of staff cover.
4. To administrate referrals from young people into PFM programmes, in liaison with programme teams, e.g. 1:1 creative interventions, counselling, bike project, etc.
5. Ensure staff and volunteer photos are up to date and displayed in the appropriate display cabinet.
6. To carry out any other reasonable administrative support as required.

Operational:

1. To be the first point of contact for all users of the centre and PFMs activities.
2. To provide full administrative duties (e.g. door entry, answering phones, managing info@ emails, responding to queries/complaints/compliments, letter writing, text messaging) in a professional, accurate and timely manner.
3. To ensure all resources and equipment are replenished and up to date, including first aid kits, cleaning resources, etc.
4. To manage operational contracts, e.g. oil, water, electricity, phone/broadband, public liability and employers liability insurance, building and MMU insurance, including contract renewal. In liaison with the Finance & Operations Manager.
5. To manage regulatory compliance checks, e.g. monthly water checks, annual emergency lighting, boiler, weekly fire equipment and alarm, etc.
6. To be the key contact for Skanska, reporting issues related to keeping the centre watertight, e.g. water leaks, heating issues, etc., and managing bookings for repairs with contractors.
7. To supervise the Facilities Assistant regarding repairs and maintenance relating to the centre.
8. To manage the upkeep of the MMU, including weekly checklist and batter checks, and to maintain accurate records.
9. Maintain information displaying in and around the building, including noticeboards.
10. To manage the food bank referral process.

**Professional Responsibilities:**

* To develop and maintain effective relationships with colleagues, partner agencies and stakeholders.
* To receive line management and supervision as agreed with the senior leadership team.
* To maintain high standards of professional integrity and respect for others.
* To ensure continuous self-development through training, supervision and other appropriate means.
* Keep informed about relevant changes to policy and legislation relating to young people and arts and culture.

This job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with the post holder without change to the level of responsibilities appropriate to the grading of the post.

**Person Specification**

The person specification is a picture of skills, knowledge, experience and attributes required to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

You should demonstrate on your application form how you meet the following essential criteria.

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|  | **Essential** | **Desirable** |
| **Skills and Experience** | At least 2 years operational and/or administrative experience  Excellent standard of ICT skills  Excellent interpersonal and communication skills with young people, staff, stakeholders and the general public  Ability to work as part of a team to an agreed action plan  Ability to handle sensitive issues with tact and diplomacy  Experience of minute taking | Interest in and appreciation for the role of creative arts in youth work  Experience in supervising others  Hold a full UK driving licence |
| **Knowledge** | Good working knowledge of Microsoft Office, including Excel and Word  An understanding of the importance of Safeguarding and Data Protection | Knowledge of how to create/use databases |
| **Attributes** | To be able to prioritise and time manage workload efficiently and proactively  To be creative, proactive, able to use initiative and make sound judgments  A commitment to equal opportunities  To be able to professionally communicate on all levels  An interest in issues concerning the welfare and rights of young people  To be able to work effectively as part of a team |  |

This post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service.