



Job Description

Job Title: Operations Administrator

Responsible to: Finance Manager

Salary: £25,877.80 pro rata (based on 37 hours per week)

Hours: 25 hours per week, split across 5 days per week

Location: Based in Ramsgate Youth Centre (some remote working possible)

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

Organisational ethos

Vision: ***“We believe in a world where every young person has a good quality of life with equal access to creative opportunities and a community of support.”***

Mission: ***“Pie Factory Music exists to provide creative opportunities and a community for young people - through youth work, music and creative arts, pastoral support and sector development.”***

We believe that the way we treat people shapes our culture and our community. Over our 22 years of existence as a charity we have developed a culture where the following things are really important to us. Our values are: young person-led, inclusive, kind, creative, collaborative, brave, and fun.

Our value for the wellbeing of employees and volunteers stems from the belief that people are important and should be valued. To act on this belief, we are committed to supporting the positive mental health and wellbeing of all our employees and volunteers, with a personal wellbeing budget and access to physical therapies and counselling for everyone in our team. In 2023, Pie was awarded an Investors in Wellbeing (Silver) certificate, demonstrating our commitment to the physical and emotional wellbeing of our team.

Job purpose

At Pie, we owe much of our success to the efficiency of our organisational processes. To help maintain and develop this standard, we’re seeking an experienced Operations Administrator to be responsible for the charity’s operations. The ideal candidate will have a sharp mind and proven track record of managing multiple task areas encompassing the day-to-day operations of the charity and our facilities. They will be excellent communicators, confident in human resources processes and organisational systems, and familiar with IT systems. Additionally, they will contribute to an environment of trust, diversity, and inclusion within our team. Their goal is to increase our operational efficiency and efficacy across the organisation.

Overall role description

The Operations Administrator will oversee operational processes to ensure the success of the charity. You will be part of a creative, dynamic core team that provides the operational

backbone of Pie. This team supports the delivery of safe, positive and inspirational experiences for children and young people attending our sessions.

The ethos of Pie's programmes and services 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.

Key areas of responsibility:

Operational processes and procedures

- To track and improve where necessary existing operational processes, systems and procedures to enhance and sustain the organisation's internal capacity, adhering to regulatory compliance checks
- To ensure that the organisation's building and facilities are properly maintained, that legal obligations are met, liaising with statutory and third party bodies where necessary
- To support IT systems across the organisation, including interaction with third party suppliers when necessary
- To ensure information and signage displayed around the building is accurate and updated as required
- To manage an equipment inventory, including repairs, replacements or disposals of equipment, and organising PAT testing in line with PFM policies and procedures
- To track an operations budget in liaison with the Finance Manager
- Managing all bookings for the organisation, including but not exclusive to:
 - Venue hire
 - Workshops
 - Pastoral programme
 - Equipment and PA hire
 - Food bank
 - Issuing contracts in liaison with the Finance Manager
- Ensuring the Google calendar is well maintained and clearly communicating bookings with the staff team
- Managing the Pastoral Programme budget, in liaison with the Finance Manager
- Monthly reporting to SMT with operational updates
- Lead the review of the organisation's policies and procedures using the review framework, and liaising with SMT as required
- To maintain clear communication with staff, suppliers and contractors on the organisation's operations as relevant to them.

Human Resources

- To track HR processes including:
 - Issuing equipment and uniform for staff
 - Staff training and development
 - Annual and sick leave
 - Organising DBS
 - Onboarding and off-boarding processes in liaison with line managers
- To oversee the interaction of third party HR support when necessary
- To manage the purchasing and storing of PFM uniform, staff photos and lanyards
- To maintain clear communication with the Senior Management Team, staff, suppliers and contractors on the organisation's HR processes as relevant to them.

Professional Responsibilities:

- To maintain a high level of confidentiality regarding organisational matters, and ensure due process with regards to the storing and sharing of people's data, in line with PFM's policies and procedures
- To schedule, distribute papers, and take minutes for team meetings and Board meetings as required
- To be the front face of the organisation, taking proactive responsibility for answering enquiries coming in via phone, email and in person
- To maintain effective relationships with colleagues, partner agencies and stakeholders
- To receive regular supervision as agreed with the Finance Manager
- 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.

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.

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.

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

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.

	Essential	Desirable
Skills and Experience	<p>2+ years' proven experience in an operations administration position</p> <p>A proven ability to work efficiently and to a tight deadline</p> <p>Experience of holding and tracking a budget</p> <p>Strong IT skills; proficiency in Microsoft Office (Word, Excel) and database development</p> <p>Excellent interpersonal, written and verbal communication skills</p> <p>Ability to handle sensitive issues with tact and diplomacy; strong boundaries around confidentiality</p>	<p>NVQ Level 3 in Business Administration</p> <p>Interest in and appreciation for the role of youth work and the creative arts</p> <p>Hold a full UK driving license</p> <p>Experience of using a CRM or contacts database software</p>

<p>Knowledge and Understanding</p>	<p>An understanding of the importance of Safeguarding and Data Protection</p> <p>Knowledge of general business software and aptitude to learn new applications</p>	<p>Knowledge and understanding of Health & Safety legislation and guidance, legal compliance, and statutory compliance</p>
<p>Attributes</p>	<p>To be able to prioritise and time-manage workload efficiently and proactively</p> <p>To be creative, proactive, able to use initiative and make sound judgments</p> <p>Good problem-solving skills and a positive approach to troubleshooting as a team</p> <p>A commitment to equity, diversity and inclusion</p> <p>An interest in issues concerning the welfare and rights of young people</p> <p>To be able to work effectively as part of a team</p> <p>To be kind and compassionate, supporting the emotional wellbeing of the PFM team</p>	

To apply

Please complete the application form and send via email to caroline@piefactorymusic.com by **Friday 28th March, 5pm.**

Interviews will take place in the week commencing Monday 14 April. At the point of applying, please let us know if you are unavailable in that week.

The successful candidate's start date will be mid-May.