

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>OPERATIONS ADMINISTRATOR</b>
<b>LOCATION</b>	<b>Office (currently in Walton-on-Thames) with some home-working on an agreed basis</b>
<b>HOURS</b>	<b>22.5 hours per week (negotiable work pattern TBC)</b>
<b>SALARY</b>	<b>£23,000 to £24,000 FTE (pro-rated)</b>
<b>REPORTING TO</b>	<b>Head of Finance and Resources</b>

### **Job Purpose**

This Operations Administrator will provide effective operational and administrative support to colleagues locally and across the UK as needed. The Operations Administrator will have the lead role in managing the reception for the charity ensuring calls and emails appropriately directed to relevant staff.

This is a key position at the charity co-ordinating the UK wide administrative processes and systems. This includes supporting with recruitment and HR administration, maintaining office contracts, and communicating with suppliers and contractors for procurement of goods and services.

### **Main Duties and Responsibilities**

- In charge of the provision of local office administrative support at the Walton office including reception, security, maintenance, mail, archiving, cleaning, catering, waste disposal and recycling and manage inventory of office stationery and supplies
- To procure office supplies, services and equipment as required by the UK wide teams and ensuring correct authorisation of orders
- Support the Finance and Resources Team to ensure that Health and Safety requirements relating to staff and volunteer working environments are met by co-ordinating the day to day facilities function including facilitating best practices in health and safety, fire safety, maintenance and repair, maintaining and updating office risk assessments as required and completing regular checks on the safety of the working environments
- Manage and improve office filing systems to help the charity comply to general data protection regulations (GDPR) and document retention requirements
- Responsible for the induction of office procedures for all new staff

- To lead the day to day facilities function including best practice health and safety, fire safety, maintenance and repair, maintaining and updating office risk assessments as required
- In charge of procurement for the charity and ensuring that the charity follows good practice in the procurement of goods and supplies
- Maintaining the key dates calendar for key events and scheduled tasks
- To support other team members with the coordination of occasional events, and meetings
- Assisting with HR administration including; maintaining the sickness and holiday records for staff and for payroll, ensuring that the IT support contractor is aware of starters and leavers and that staff are provided with the correct equipment and permissions to access files and documentation required for their jobs
- Represent the organisation in a positive manner
- Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information
- Contribute to a culture of equality and demonstrate a commitment to creating a genuinely inclusive organisation.
- Maintain the level of professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this
- Adhere to and uphold Music in Hospitals & Care's mission, vision, social purpose, strategic aims and policies
- Act with integrity and maintain the highest professional standards at all times
- A flexible approach is required for the role, as additional, reasonable duties commensurate with the role and as agreed in advance with the Chief Executive may occur from time to time.

## **General**

- Compliance with Music in Hospitals & Care policies
- Develop positive relationships with stakeholders
- Carry out other duties as necessary to meet the needs of the organisation
- Commitment to the organisation's aims and values.

*This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.*

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Previous experience of being responsible for maintaining and developing clear and efficient administrative systems and processes	
	Experience of supporting the recruitment process and providing staff with an induction of office procedures	
	Experience of procurement of utilities, telecommunications contracts, equipment and services	
		An understanding of the voluntary and public sectors
	Good working knowledge of excel, Outlook, Word and other MS Office applications	
	Experience of IT and database systems	
		Experience of the administration of starters and leavers and being the main point of contact of day to day communication with the IT contractor
	Experience of providing staff support in a comparable role	
	Understanding of GDPR and data protection, record keeping and health and safety legislation and good practices	

**PERSON SPECIFICATION (continued)**

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and skills</b>	Excellent organisational skills and ability to time manage effectively	
	Good communication skills – verbal and written	
	PC and Microsoft Office literate	
<b>Personal attributes</b>	Flexible approach with an ability to meet deadlines	
	Ability to work effectively and positively as a team member	
	Passion and a positive attitude	
	Team player	