

## Job Description

**Job Title:** Operations Assistant

**Reference:** UK100J34

**Salary:** £26,000

**Hours:** Full time, Permanent

**Location:** Virtual but the postholder will be expected to work from the UK100 London office at a minimum of two days per month. Some travel around the UK may be required

Do you want to work in a supportive team environment with skilled and passionate individuals? Have you been looking for an opportunity to work in a fast-growing organisation and have an impact on climate change? If so, UK100 may well be for you.

The role will support the development and delivery of UK100's operations, and the improvement of UK100's internal systems and processes. It will involve supporting and driving use of UK100's CRM system, delivering and improving HR processes, developing UK100 policy and procedure - eg. around IT security and GDPR - and the management and administration of our IT systems.

This role is excellent for someone who has transferable skills from previous operations and HR roles and would like to move into the environmental sector.

**Equality, Diversity and Inclusion:** UK100 is actively taking steps towards developing new opportunities for people from an array of backgrounds, ensuring that everybody has an equal opportunity and is not treated differently or discriminated against because of their characteristics. UK100 values the voices of each of its employees in order to progress in a collaborative, innovative and well balanced way. The postholder will be expected to echo and support this. This can be found on the UK100 website [here](#).

### Key responsibilities:

- Support UK100 staff and contractors in using UK100's Customer Relationship Management application. And CRM maintenance including: coordinating with SugarCRM for training and updates; maintaining the CRM guide; monitoring CRM use; supporting 'CRM champions' and chairing the champions meetings.

- HR processes including supporting recruitment, staff onboarding, and off-boarding. Maintaining a HR Calendar, and monitoring and reporting across staff sickness, annual leave and organisational demographic data.
- Support UK100's management of IT systems including: Google Drive folder management; group email accounts & listservs; administration of G-Suite; security settings and good practice; administration of Zoom accounts
- Owning and maintaining key organisational documents.
- Maintaining UK100 policy and procedure documents. Manage UK100's GDPR policy and processes.
- Office management and coordination with our workspace provider.
- Support with UK100 events
- Opportunity to become the 'Mental Health First Aider' for UK100.

**Note:** UK100 is a close knit team which prides itself in working in union with its branding, key messages and collaboratively across the organisation. Therefore in the event of there being ad hoc duties, the team are expected to support where possible.

**Place in organisational structure:**

**Key relationships:**

The post holder will report to the Project and Production Manager, and be part of the Operations Team.

External relationships:

- HR consultants
- CRM provider
- Office / workspace managers
- IT service providers, administrators, and support

**Benefits:**

- Competitive salary
- 25 days annual leave (plus statutory bank holidays)
- Enhanced pension offering & access to professional pension advice
- Sick pay
- Company MacBook Air
- Company phone
- Work from home allowance
- UK100 supports flexible working arrangements

**Special Note:** This job description does not form part of the employment contract but indicates how that contract should be performed. The job description may be subject to amendment in the light of experience and consultation with the post holder.

**Compiled by:** Project and Production Manager

**Date last revised:** June 2022

### Person Specification

Criteria	
Knowledge	<ul style="list-style-type: none"><li>- Understanding of relevant organisational best practice and the systems and processes that support it</li></ul>
Experience	<ul style="list-style-type: none"><li>- Using and developing a database / CRM</li><li>- Using G-Suite / Office applications, and Zoom</li></ul>
Skills and abilities	<ul style="list-style-type: none"><li>- Strong attention to detail</li><li>- Excellent communication skills and email manner</li><li>- Ability to develop and maintain effective relationships</li><li>- Effective project management skills</li><li>- Digital literacy, experience with G Suite, Zoom and Excel preferable</li><li>- Being able to perform tasks efficiently under pressure</li><li>- Solution oriented, and proactive problem solver</li></ul>
Other	<ul style="list-style-type: none"><li>- Committed to the vision of UK100, with a motivated, can-do attitude</li><li>- Interest in the UK political landscape, nationally and regionally</li></ul>

**Closing Date:** 14th July 2022

**Interviews:** To be held virtually on week beginning 25th July

**Application Details:** Please send a CV (max 2 pages) and **either** of the below, to: [jobs@uk100.org](mailto:jobs@uk100.org)

- a **cover letter** detailing how you have made past events successful, and what are the priorities for delivering a successful event (max 1 page)
- a **short video** detailing how you have made past events successful, and what are the priorities for delivering a successful event (max 5 minutes)

Please also identify where you saw this role advertised.