**Job Title:** Operations Officer

**Reference:** UK100J42

**Salary:** £27,000

**Hours:** Full time, Fixed term contract for 1 year (extension possible subject to funding)

**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

The role will help coordinate and manage collaboration across the entire organisation and between teams at UK100. The Operations Officer will manage the office space, plan team events, support staff onboarding and recruitment, and drive HR and internal policies and procedures such as DEI, Ways of Working with various systems, IT security and GDPR. They will drive the development and delivery of UK100’s operations, supporting the Chief Operating Officer, and progressing the improvement of UK100’s internal systems and processes. It will involve developing UK100’s CRM system and supporting team members’ use of the CRM and the management and administration of our IT systems and certain financial systems.

The postholder will have the opportunity to support the Grants and Fundraising Manager with fundraising and grants management, and work with UK100’s Business Supporter Network, in coordination with overseeing grant reporting, budgeting, and finance.

**Equity, 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:**

- Maintaining UK100’s Customer Relationship Management system, including: making updates that change front end form and function; coordinating with
Service provider for training and updates; Supporting UK100 staff and contractors in using the CRM.

- HR processes including supporting recruitment, staff onboarding, and off-boarding. Maintaining a HR Calendar, and monitoring and reporting across various HR areas.

- Working with the finance team to track all of UK100 payments and expenses. Including: maintenance and oversight of UK100 payments, support with UK100 budget tracking, sorting payments by project and funders and inputting into corresponding budget trackers for funder reports and project reports.

- Providing support for UK100’s Business Supporter Network, including: arranging meetings with external stakeholders, attending meetings and taking minutes, assisting in proposal drafting and creating other documents. Acting as liaison between BSN manager and the rest of the team.

- Maintenance of the funding reporting schedule, in support of the Grant Fundraising Manager. Supporting coordination of grant reports to funders, from creating report documents and templates to submission to funders.

- Support UK100’s management of IT systems including for example: Google Drive folder management; group email accounts & listservs; administration of G-Suite; security settings and good practice; administration of Zoom accounts.

- Developing and improving UK100 policy and procedure documents and owning and maintaining key organisational documents.

- Office management and coordination with our workspace provider.

- Assisting the Senior Leadership teams with duties such as note taking at internal senior leadership meetings, managing the action tracker, coordinating with Board members and attending board meetings when requested.

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:
The post holder will report to the Chief Operating Officer, and be part of the Operations Team.
**Key Relationships:**
Internal: Chief Executive Officer  
Chief Operating Officer  
Grants Fundraising Manager

External: Operations consultants  
CRM provider  
Office / workspace managers  
IT service providers, administrators, and support

**Benefits:**
- Competitive salary  
- 25 days annual leave (plus statutory bank holidays)  
- An additional 3 days paid leave over Christmas period  
- An additional 2 days of paid leave per year to volunteer  
- Subsidised gym membership  
- Enhanced pension offering & access to professional pension advice  
- Competitive Parental Leave policies  
- Opportunity to request a Sabbatical after 1 year of service  
- Company MacBook Air  
- Work from home allowance  
- UK100 supports flexible working arrangements  
- Mental Health first aider

**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:** Chief Operating Officer

**Date last revised:** September 21, 2023
## Person Specification

### Criteria

| Knowledge | - Understanding of relevant organisational best practice and the systems and processes that support it  
|           | - An understanding of fundraising (preferable) |
| Experience | - Using G-Suite / Office applications, and Zoom  
|            | - Using and developing a database / CRM (preferable)  
|            | - Able to develop and maintain effective relationships |
| Skills and abilities | - Strong attention to detail 
|                     | - Excellent communication skills and email manner  
|                     | - Effective project management skills  
|                     | - Digital literacy, experience with G Suite, Zoom and Excel preferable  
|                     | - Being able to perform tasks efficiently under pressure  
|                     | - Solution oriented, and proactive problem solver |
| Other | - Committed to the vision of UK100, with a motivated, can-do attitude  
|       | - Interest in the UK political landscape, nationally and regionally |

### Closing Date: 23:59 on Wednesday 11<sup>th</sup> October

### Interviews: To be held virtually in the week commencing 16<sup>th</sup> October 2023

### Application Details: Please send a CV (max 2 pages) and a cover letter that sets out how you would take forward the role and what you see as the main priorities (max 1 page) to: [jobs@uk100.org](mailto:jobs@uk100.org). Please identify the role you are applying for in the subject line of your email.