

Job Description

Job Title: Operations Officer

Reference: UK100J48

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

Are you passionate about tackling climate change and supporting the development and growth of a dynamic organisation? Do you want to use your experiences of operations to support a mission driven team? Then you could be UK100's new Operations Officer.

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 Finance and budget systems.

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:

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- Maintaining UK100's Customer Relationship Management system, including making updates that change front end form and function, coordinating with the service provider for training and updates and supporting UK100 staff in using the CRM.
- HR processes including supporting recruitment, staff onboarding, and off-boarding. Maintaining a HR Calendar and staff policies, 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 and support with UK100 grant budget tracking. Supporting the annual Financial Audit where necessary.
- Managing relationships with 3rd party suppliers, ensuring efficient payments and working with the bookkeeper on invoicing. Reviewing overhead contracts ensuring best value for money.
- Providing support for UK100's Business Supporter Network including drafting contracts, updating BSN opportunities in the CRM and taking minutes from BSN meetings.
- Support UK100's management of IT systems including for example Drive folder management, group email accounts, administration of G-Suite, Zoom and Monday.com and security settings and good practice.
- Developing and improving UK100 policy and procedure documents and owning and maintaining key organisational documents. Developing working processes with the team, for example on internal communications and ways of working.
- Office management and coordination with our workspace provider. Managing UK100 equipment and the UK100 fixed asset register.
- We are a small team. Ad hoc duties will thus arise, and every team member is expected to support the team efforts.

Place in organisational structure:

The post holder will report to the Chief Operating Officer, and be part of the Operations Team.

Key Relationships:

Internal: All team members

External: CRM provider
Office / workspace managers

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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.

Applicants must have the right to work in the UK.

Compiled by: Chief Operating Officer

Date last revised: March 2024

Person Specification

Criteria	
Knowledge	- Understanding of relevant organisational best practice and the systems and processes that support it
Experience	- Using G-Suite / Office applications and Zoom - Using and developing a database / CRM - Able to develop and maintain effective relationships
Skills and abilities	- Strong attention to detail - Excellent communication skills and email manner - Effective project management skills

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	<ul style="list-style-type: none">- Strong 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	<ul style="list-style-type: none">- Committed to the vision of UK100, with a motivated, can-do attitude

Closing Date: 23:59 on 8th April

Interviews: To be held virtually in the week commencing 15th April

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. Please identify the role you are applying for in the subject line of your email.