

Job Description

Job Title: Assistant to Operations Management **Grade:** 4

Reference no: AOM/0708

Reports To: Office Manager

Overall Job Purpose

- The purpose of the position is to provide high level administrative and secretarial support to the Director of Operations and operational managers. In addition the post holder will supervise, delegate and direct administrative staff employed to provide administrative support for the operations team.

Key Responsibilities

- Provide personal assistant support to the Director of Operations and support to managers.
- Proactively manage the calendars for the Director of Operations and managers.
- Prioritise and arrange internal and external meetings.
- Plan and organise travel and accommodation ensuring appropriate briefing papers are co-ordinated and provided in advance.
- Take minutes at meetings and following up action points as required.
- Supervise, delegate and direct the provision of administrative support across the operations team developing procedures to improve processes where required.
- Manage and provide support for staff including holding monthly supervision meetings, annual appraisals and staff development.
- Co-ordinate the operations team operational planning and reporting processes.
- Co-ordinate key projects on behalf of the operation team managers when required.
- Design, implement and maintain effective information storage systems to ensure the operation team managers' needs are met.
- Work as part of the resources team and liaise closely with the office manager and other senior staff within the team.

Other Duties

- Develop skills and undertake responsibilities which will fulfil the purpose of the role and support the success of the organisation.
- Participate and contribute to organisational/team meetings as required.
- Provide reports for senior management as required.
- Provide secretarial back-up for other members of the administration team as required.
- Contribute to the development of administrative procedures.
- Undertake any other appropriate duties as required to support the Operations Team.
- Carry out all the duties with complete discretion and a high regard for confidentiality.
- Provide appropriate support to volunteers as required.

Person Specification

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Reports To: Office Manager

Quality	Essential	Desirable
Education and training	<ul style="list-style-type: none"> • Educated to higher level 	<ul style="list-style-type: none"> • HND Business Administration or similar
Job experience and skills	<ul style="list-style-type: none"> • Experience of providing high-level administrative support in a senior role • Supervisory experience including co-ordination of workloads • Excellent secretarial and administrative skills including the ability to identify administrative needs and develop and maintain appropriate systems to meet them • Good command of the English language • Typing speed of 60wpm • Excellent IT skills and experience of using Microsoft Office XP, including Excel, PowerPoint, Outlook and Word, to an advanced level • Experience of co-ordinating projects and events • Ability to take accurate notes of meetings and follow up actions • Ability to maintain accuracy and attention to detail • Excellent communication skills both written and verbal • Ability to prioritise, meet deadlines and manage the conflicting demands of a busy workload 	<ul style="list-style-type: none"> • Audio typing skills

Quality	Essential	Desirable
Personal qualities	<ul style="list-style-type: none"> • The ability to work effectively with colleagues at all levels • Ability to maintain and develop good working relationships with a wide range of staff and external contacts • Ability to remain calm under pressure • Ability to maintain confidentiality • Ability to work flexibly and outwith normal office hours where required • Empathy with the voluntary sector and in particular refugees • Empathy with the requirements of equal opportunities • Able to project a smart and professional image 	