



## Operations Officer

Candidate Pack  
September 2019



# Operations Officer

## Application Pack

Thank you for downloading this application pack. In this document you will find:

- Information about Future First and how this role fits in
- Job Description
- Person Specification

## How to apply

Please go to our [job board](#) and click on the 'Apply for this job' link. You will be asked to upload a copy of your CV and a covering letter. Please ensure your cover letter addresses the person specification. Applications without a cover letter will not be considered.

**Application deadline:** 5.00pm, 22 September 2019

**Interview:** Tuesday 24 September 2019

## Any questions?

We'd be delighted to have an informal conversation about this role if you are considering applying. Please email [laura.underwood@futurefirst.org.uk](mailto:laura.underwood@futurefirst.org.uk) or call the office on 020 7239 8933 and ask for Laura Underwood.

<b>Job title</b>	Operations Officer
<b>Reports to</b>	Director of Operations & Finance
<b>Responsible for</b>	N/A
<b>Salary band</b>	£23,350 - £26,533 pro-rata (22.5 hours a week) depending on experience
<b>Benefits</b>	<p>Benefits include:</p> <ul style="list-style-type: none"> <li>• 28 days' holiday pro-rata (increasing by one day per year of service)</li> <li>• Volunteering days</li> <li>• Pension scheme with employer contribution</li> <li>• Interest free travel card loan</li> <li>• Cycle to work scheme</li> <li>• Staff discount scheme</li> <li>• Regular staff socials</li> </ul>
<b>Contract type</b>	Permanent
<b>Hours</b>	Part time (22.5 hours a week)
<b>Location</b>	<p>Future First head office, Blackfriars, London.</p> <p>Some working from home may be considered for the right candidate.</p>

## About Future First

Future First works across the UK to help build and activate thriving school alumni networks, making sure that all young people have access to relatable role models, trusted mentors and meaningful social capital.

Working in partnership with schools, colleges, funders and a range of employers, our vision is of 'a world in which a young person's background never limits their future', and today our work has never been more important.

## About the role

This is a key role in Future First's operations team, working closely with the Director of Operations & Finance and the wider team to ensure the smooth running of the organisation's day to day operations. The role encompasses finance, HR and technology.

The successful candidate may not have experience in all three areas, but will be able and willing to learn systems and processes quickly. The role is busy so the successful candidate will need to be happy working at pace, with the ability to work to tight deadlines while prioritising workload.

The Operations Officer will need to have some presence in our London office, but we are very open to agreeing a flexible working pattern to best suit the right candidate.

## Duties and responsibilities

### 1. Finance

- Support the finance team to resolve questions and locate any missing paperwork related to our income and expenditure.
- Prepare payments to freelance staff and suppliers.
- Prepare payroll data for the outsourced finance team each month, and work with the Director of Operations & Finance to ensure this is approved for payment in a timely manner.
- Submit pension report to provider and ensure payment processed.
- Review invoices to ensure they are accurate, send these invoices to clients, and ensure record keeping of income from schools in both our finance system (Xero) and CRM (Salesforce) is accurate and consistent.
- Carry out regular credit control.
- Ensure accurate record keeping.
- Manage accounts inbox, responding to queries in a timely manner.
- Support with the development of finance processes and systems.

### 2. Human Resources

- Ensure all HR documentation is up to date and filed for all staff.
- Support line managers with starter and leaver duties.
- Deliver inductions for new starters.
- Ensure up to date policies and procedures are available to staff through the internal Knowledge Base site.
- Support with the development of HR processes and systems.

### 3. Technology

- Manage the organisation's service desk, prioritising and distributing requests as appropriate.
- Work with the Director of Operations & Finance and Developers to deliver tech roadmaps for our online portal, including scoping and testing fixes and new features.
- Work with the Director of Operations & Finance to ensure internal and external stakeholders are kept informed of portal changes and developments.
- Manage the support and orders inboxes, responding to orders and queries in a timely manner and ensuring customers are kept informed if queries or issues are raised.

### 4. Other

- Other administrative tasks as required.

## Operations Officer

### Person Specification

#### Essential:

- Strong administrative skills;
- Excellent attention to detail;
- Highly organised in approach with good planning skills and ability to prioritise workload;
- Able to work on own initiative in a fast paced, dynamic environment;
- Comfortable and confident working both independently and within a team;
- Proficiency in using computers and online systems, with the ability to learn software and new systems quickly and confidently;
- Excellent Microsoft Office skills, particularly Excel;
- Proficiency working with numbers and data;
- Solution focussed with excellent problem solving skills;
- Warm and friendly, both in person and on the phone;
- Excellent customer service skills;
- Strong written and oral communications skills. Able to communicate effectively with a wide range of stakeholders;
- Can be relied upon to maintain confidentiality where required;
- Willing to go the extra mile.

#### Desirable:

- Degree or equivalent experience;
- Previous finance/bookkeeping experience, preferably within the charity sector;
- Previous HR experience;
- Experience of using Xero (financial management system);
- Experience of using Jira or other service desk software;
- Good understanding of GDPR and other data protection legislation;
- Experience working with UK state schools and colleges;
- Interest in issues surrounding social mobility and education.