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**Operations Assistant Job Description**

**Job Title:** Operations Assistant

**Reporting Line:** Head of Operational Services

**Attendance Times:** Monday – Friday 9am-5pm (37.5 Hours)

**Location:** Safeline is based in Warwick Town Centre. Hybrid home and office working where effective service delivery allows.

**Salary:** £25,500 per annum

**Benefits:** 25 days annual leave entitlement, bank holidays, a birthday concessionary day and incremental annual leave with length of service. Matched pension contribution up to 5% of gross salary.

**About Safeline**

Safeline is a Warwickshire based, leading specialist sexual abuse and rape charity. We help women, men and young people who have been abused to rebuild their lives. We protect those at risk, and we find ways to prevent abuse from ever happening. We have been protecting and supporting people affected by sexual abuse and rape since 1994 and we intend to continue this vital work for many years to come because the need for organisations like ours has never been greater.

**Job purpose**

As a member of the Operations Department, this role will support Safeline and the Head of Operational Services in the delivery of its day-to-day operational activities, ensuring the efficient, safe, and legal functioning of the organisation through a range of administrative, financial and practical tasks to enable Safeline to fulfil its aims and objectives.

**Key Responsibilities**

As Operations Assistant, you will be responsible for the following key activities:

**Finance:**

* To assist with the organisation’s bookkeeping tasks, being responsible for:
  + Processing invoices and expenses as required in line with Safeline’s scheduled payment runs, ensuring all expenditure has the appropriate code assignment, all transactions are recorded within Safeline’s accountancy system accurately, are ready for senior sign-off within the agreed timeframe and to action any allocation changes as identified. *Please note: Safeline has financial obligations which are scheduled to take place on set dates during the month. This needs to be taken into consideration when scheduling annual leave.*
  + Utilising the internal systems and processes within Safeline to check payer eligibility, the eligibility of non-attended session claims and communicating with the supplier accordingly when there are ineligibilities.
  + Processing payroll as required, ensuring all payroll transactions have the appropriate code assignment and are recorded within Safeline’s accountancy system accurately, are ready for senior sign-off within the agreed timeframe and to action any allocation changes as identified by the Head of Operational Services.
  + Generating, issuing and tracking payment of customer invoices as required.
  + Monitoring income activity by banking and logging cash and cheque income on a regular basis, ensuring this is in line with pre-agreed organisational and insurance timeframes.
  + Maintaining an appropriate supply of all office petty cash floats and to ensure all expenditure is logged accordingly on Safeline’s accountancy system on a minimum quarterly basis.
  + Compiling and maintaining financial records as part of the Organisation’s reporting and audit processes. This includes ensuring all stages of the financial chain have been updated when allocations have changed and all financial files are stored in accordance with Safeline’s accountancy data retention period.
  + Working in line with the organisation’s financial protocols at all times.
  + Supporting where required with data collation for budgets, funder reports and tender requirements as requested throughout the financial year.
  + Supporting with other financial related tasks as requested by the Head of Operational Services.

**HR:**

* Preparing new starter employment paperwork, preparing and conducting new starter organisational inductions, ensuring they have the relevant equipment, IT licences, devices, keys and resources required for their role.
* Issuing independent contractor agreements as requested (including necessary renewals), alongside issuing applicable induction paperwork and carrying out site inductions.
* Posting and closing new vacancy advertisements.
* Maintaining the internal record of employee annual leave – both allowance and redemption, ensuring all leave is accurately recorded, actively contacting staff for any discrepancies, monitoring remaining totals and communicating this to staff accordingly as year-end approaches. You will also be responsible for calculating and communicating the new holiday year’s leave allowance to each team member.
* You will be responsible for tracking and processing Enhanced Disclosure and Barring Checks for Safeline, including monitoring renewals prior to their expiry date.
* Supporting with the registration of learners on AIM Working with Survivors of Sexual Abuse training courses.
* Maintaining the Staff Training Log – arranging, recording and monitoring mandatory organisational training including, but not limited to, AIM Working with Survivors of Sexual Abuse, Safeguarding, Equality, Diversity and Inclusion, Health and Safety, Sexual Harassment and notifying the Head of Department accordingly if the training has not been completed within the agreed timeframe.
* Being approachable and accessible to the team on ops related matters.
* Supporting with other HR related tasks and queries as and when they arise.
* Working with the Head of Operational Services to regularly review processes and refine/develop as identified.
* Working in line with Safeline’s Recruitment, Selection and Induction Process at all times.

**Other:**

* **IT/Telephony:**
  + Ensure new starters IT needs are met including organising the necessary equipment, ensure their IT account meets the needs of the role and they have necessary access within the system, whilst working in line with Safeline’s authorised IT protocols.
  + Support with one-off IT/telephony/cyber projects to meet the needs of the Organisation as directed by the Head of Operational Services.
  + Assist or direct users to the appropriate channel of support as and when questions /needs arise.
  + Maintain Safeline’s internal Equipment Log.
  + Working with colleagues across the organisation to ensure the charity has the necessary IT and telephony hardware and software to ensure the efficient and effective running of the organisation.
* **Building and Facilities:**
  + Support with the upkeep of all Safeline-leased buildings and ensure building related policies and procedures are fully complied with.
  + Leading with identifying, actioning and arranging practical building related tasks as they arise.
  + Being responsible for the sourcing and overseeing the maintenance, servicing and repairs using external contractors when required including the scheduled servicing of equipment and when urgent matters arise.
  + Supporting with ad-hoc building projects such as the repurposing or redecoration of rooms.
  + Monitoring and maintaining office stationery, postage and sundry supplies as identified.
  + Administering Safeline’s external room hire needs including ensuring users have been issued with the site information needed, relevant health and safety information has been received and copies of insurance cover shared in line room hire agreements.
* **Health and Safety:** 
  + You will be required to be a Health and Safety Representative alongside other colleagues. Examples of responsibilities include: working alongside fellow health and safety representatives to lead by example, to identify and assist with health and safety needs, ensuring Safeline is fully compliant with health and safety law. Participating in regular health and safety meetings, recording meeting minutes, identifying and sharing matters and agreeing remedial actions, contributing towards regular health and safety communications and training materials to share with the wider team, sourcing and issuing relevant training for new starters, completing risk assessments, maintaining first aid supplies and keeping abreast of health and safety recommendations and news with a view to applying this to Safeline. To actively seek and participate in health and safety training opportunities and refresher courses.
* **CRM:**
  + Contributing towards the advancement of Safeline’s data systems.
  + Explore the utilisation/potential of internal CRMs, systems and logs to optimise the capabilities of your individual responsibilities and those of the Operations Department.
* **Personal Development:** 
  + Work with the Head of Operational Services to identify and agree areas of professional development that would enhance your knowledge/skills/expertise and enable you to perform your responsibilities to the best of your ability.
  + Attending and contributing to line management, annual appraisals and staff meetings.
  + Be aware of the importance of your own self-care at all times, seeking additional support from line manager when needed.
* **Other:**
  + Provide front of house cover for the Receptionist/Counselling Administrator during period of absence as required.
  + Promoting the Operations Department internally and externally whenever possible and forming positive professional partnerships with Safeline’s Operations Department partners.
  + Other ad hoc operational duties related to the role as required and dependent on the activity of the wider organisation.

**Person Specification**

* The successful candidate will have previous financial, book-keeping experience.
* The successful candidate will have experience of working in an administration setting.
* Will have the ability to work within the boundaries of strict confidentiality and discretion.
* Is trustworthy.
* Will have excellent organisational skills.
* Ability to prioritise tasks and work to deadlines.
* Will have a high attention to detail.
* Ability to use their own initiative.
* Ability to abide by the organisation’s financial and safer recruitment protocols at all times.
* Ability to abide by Safeline’s policies and procedures.
* Clear and consistent communication skills.
* Ability to follow instructions.
* Excellent teamworking skills.
* The ability to manage your own workload.
* Excellent interpersonal, oral and written communication skills.
* Flexibility and adaptability to changing workloads and priorities.
* A problem-solving and adaptive approach to work.
* A creative mind with an ability to identify and implement improvements.
* Strong IT skills and a knowledge of Microsoft Office Suite (Word, PowerPoint, Excel) and other commonly used office packages including Sage.

*Safeline is committed to the Safeguarding of young people and vulnerable adults and adopts strict measures to ensure the safety of its clients. Safeline expects all staff to work within its safeguarding policies and procedures.* *Safeline is committed to promoting a diverse and inclusive community and encourages applications from all genders, ethnicities and cultures.*

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