



Operations assistant

Job description

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Job description

The operations assistant will work as part of Inform's operations team. You'll help the team be organised, prepare them for meetings, record meeting actions and raise tickets on our support system, as needed. You will have an interest in data and IT and want a career specialising in one of these areas as you'll learn lots in both areas as part of this role.

You'll be proactive, driven and ready to learn. We'll give you the training you need to deliver well in this role and give you skills and knowledge that will help you develop your career.

Job type

Six-month, part-time fixed term employed role (with potential to extend)

Salary

National Minimum Wage and National Living Wage rates apply to this role

Hours

25 hours per week, flexible though agreed in advance with the data manager

Annual leave

11.5 days (including three days' festive break). This is a portion of the 25-day standard leave for employees working 40 hours per week (including three days' festive break)

Location

Home-based, though if you're in London, you'll be close to our Data manager and have the chance for face-to-face catch ups.

Reporting to

Data manager

Responsibilities

We'll give you the training to develop your skills in different areas. Here's what you'll be responsible for – and we'll give you the confidence and training to deliver them well:

- Providing administration support to the operations team
- Monitoring operations mailbox
- Supporting the data team with data quality checks
- Data entry to fill in missing data in company records
- Contacting users to gather information for support tickets
- Working with the directors' PA to support administration tasks such as booking travel, couriers and ordering equipment
- Supporting the Operations Director, Data Manager and IT Manager, including:
 - Arranging and setting up meetings with the operations team and stakeholders
 - Logging and monitoring work requests
 - Liaising with other operations team members and end-users as required
 - Taking notes and progressing actions from operations meetings
- Ad-hoc duties as required

About you

Your positive attitude to learning and sharing will be vital to your success. Some of the skills that will help you in this role:

- An excellent grasp of written and spoken English
- Good organisational skills
- Excellent attention to detail
- Self-motivation and independence. You'll be working from home so you'll need to be able to keep focused (if you're based in London, there may be some opportunities for face-to-face catch ups)
- A willingness to work as part of a team
- A positive and enthusiastic outlook
- A proactive nature

Employability skills

We will develop your skills in the following areas:

- General administration
- Communication
- Teamwork
- Meeting administration
- Data entry
- Prioritising
- Working virtually
- Customer service
- Workplace behaviour
- CV writing
- Interview preparation

You'll receive the following technology training:

- Microsoft 365 training including Microsoft Teams

What we offer

We think the most important thing we can offer you on this Kickstarter programme is a commitment to your learning and work experience.

On top of this, because we embrace the opportunities technology gives us, we have flexible working patterns to fit in with your travel, families, personal development and other activities. We think this helps our team be the fully rounded experts our clients need. Alongside generous pay, we try to create a learning and social environment. So while we have a working-from-anywhere set up, you will feel connected and supported.

On top of your salary and annual leave, we offer some excellent benefits:

- Contributory pension, helping you save for retirement.
- Ongoing opportunities to learn workplace skills and how to use technology at work
- Flexible working to fit in with your family, personal development, travel, and other activities – we have a couple of digital nomads working with us already.
- Free eye tests to help prevent screen strain.
- Monthly staff recognition rewards given to team members with exemplary performance or who receive praise from clients.
- We run different wellbeing initiatives to help you mentally and physically – we've had online yoga classes, sessions with nutritionists, parenting counsellors and psychologists and we'll keep trying to develop our support.
- From seasonal parties to online drinks at The Inform Arms, we try to keep connected through social activities to each other even though we work apart.

At the end of the six months, if you'd like to stay on with us and your performance matches what we need, we'll agree your permanent salary and hours and you'll also get these extra benefits:

- Private medical care with Vitality.
- Death in service to help your loved ones if the worst happens.