**JOB DESCRIPTION**

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| **Job Title** | Operations Assistant |
| **Reports to** | Property & Compliance Manager |
| **Functional supervisor** | Director of Finance & Operations |
| **Job location** | London |
| **Grade** | 5 |
| **Contract** | Fixed term, 24 months |

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| **Job Purpose** |
| The Operations Assistant provides administrative and coordination support to the Property & Compliance Manager and Director of Finance & Operations (DFO), as well as acting as front-of-house at International Alert’s London office. They are responsible for providing high-quality assistance across a range of administrative tasks, as well as having the opportunity to contribute to special organisational projects as assigned. This role requires an interest in providing a high-level of customer service and operations support, and in return the placeholder has the chance to develop their skills and experience in an industry-leading peacebuilding organisation and gain exposure to Alert’s strategic objectives across our country programmes. |
| **Duties and Responsibilities** |
| 1. **Facilities (50%)**
* Acting as the first point of contact for visitors and callers to Alert’s Reception and ensuring arrival protocols are observed.
* Processing invoices and liaising with suppliers.
* Assist the Property and Compliance Manager with the ongoing office move until October 2022. This will involve lifting, carrying, and assisting with the setup of the new office.
* Receiving deliveries and expediting outgoing mail by post or courier
* Assisting the Property and Compliance Manager with fire, health and safety procedures.
* Providing logistical support to general facilities activities, as well as general meetings including booking meeting rooms, arranging catering, and taking minutes.
* Contribute to team-wide communications and knowledge management and participate in organisation-wide events and discussions on related topics/projects.
1. **Support to Director of Finance & Operations (50%)**
* Arrange meetings on behalf of the DFO including governance meetings, committees, Finance & Operations Group (FOG) meetings, and any others as required.
* Taking detailed minutes at meetings and disseminate to attendees with actions and deadlines clearly noted, and following up to ensure actions are completed ahead of future meetings.
* Arranging travel and accommodation for the DFO as and when travel is required on Alert business.
* Liaising with the Finance & Operations staff in country programmes to obtain data and coordinate on projects.
* Providing ad-hoc assistance to the DFO on departmental and strategic projects, including undertaking research and analysis.
* Contribute in other ways to the effective functioning of the Finance & Operations function as required.
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| **Travel requirements** |
| This post may involve travel approximately once per year to attend global operations events. |

**PERSON SPECIFICATION**

**ESSENTIAL REQUIREMENTS**

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| Experience in an administration support role for a small-medium organisation |
| Strong interpersonal skills and high level of emotional intelligence |
| Excellent written and verbal communication skills  |
| Culturally aware and sensitive |
| Initiative and problem-solving skills  |
| Ability to effectively manage competing priorities and meet deadlines |
| Proven ability to work with figures  |
| Meticulous attention to detail  |
| Strong analytical and reflection skills  |
| Skilled at using MS Office Suite |

**DESIRABLE REQUIREMENTS**

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| An educational qualification in a subject related to peacebuilding |
| Experience working at an international charity |
| Experience working and/or qualifications in HR administration |
| Experience of editing and proof-reading documents for publication  |
| French, Russian or Arabic language skills |

**SUMMARY TERMS AND CONDITIONS**

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| **Pension** | All staff receive a pension contribution which is equivalent to 10% of their gross salary. The post-holder will be automatically enrolled into the Alert Pension scheme, which is with Scottish Widow, but can choose to opt out.  |
| **Leave entitlement** | A total of 36.5 paid vacation days per vacation year (January 1 to December 31). This entitlement includes all national holidays and office closure days between Christmas Day and New Year’s Day.  |
| **Notice period** | There will be an initial three-month probationary period during which notice will be one month on either side. On successful completion of the probationary period notice will be one month. |
| **Working hours** | Full time staff are expected to work a standard 35-hour week, with some flexibility around start and finish times to be agreed with the line manager. All staff are required to work core hours 10am – 4pm. |
| **Sport’s club membership** | Staff can take advantage of subsidised membership of a local sports club, on successful completion of the probationary period. |