



Position Title:	Operations Coordinator
Organisation:	EPIC Restart Foundation
Location:	WFH
Reports To:	Head of Operations
Line Management Responsibilities:	Nil
Contract Type:	Permanent Contract, 20 hours per week
Ideal Working pattern	10am-2pm Monday -Friday
Salary:	£30,000 – 33,500 per annum (pro rata)

About EPIC Restart Foundation

EPIC Restart Foundation is a mission-driven organisation dedicated to supporting people across the UK to achieve long-term recovery and build positive lives after gambling harm, whilst raising awareness and challenging stigma. Built and driven by lived experience, we provide programs, resources, and advocacy to empower people to restart with purpose, dignity, and hope.

Role Purpose

The Administrative Assistant will provide essential support to the Operations Department, ensuring the smooth running of day-to-day administrative tasks. This role is ideal for someone highly organised, detail-oriented, and passionate about contributing to meaningful work behind the scenes.

Key Responsibilities

Administrative Support

- Manage scheduling, calendars, and meeting coordination
- Prepare and format documents, reports, and presentations
- Maintain organized digital and physical filing systems
- Handle incoming communications and respond to routine inquiries
- Manage, coordinate and triage incoming Professional Referrals, including onboarding of clients.
- Facilitate and administer the Trustee Board and Meetings.

Operational Coordination

- Coordinate logistics for events, workshops, and outreach programs
- Support procurement and inventory tracking of office supplies and equipment
- Help maintain compliance records (e.g., incident reports, risk assessments)

Data & Documentation

- Input and update data in internal systems and spreadsheets
- Ensure accuracy and confidentiality of sensitive information and reporting
- Assist in compiling monthly operational reports and summaries

Team Collaboration

- Liaise with other departments to support cross-functional projects
- Provide administrative support to volunteers and new team members
- Contribute to a positive, inclusive, and efficient work environment

Person Specification**Essential Skills & Experience**

- Previous experience in an administrative or office support role
- Strong organisational and time-management skills
- Excellent written and verbal communication
- Proficiency in Microsoft Office and/or Google Workspace
- Ability to work independently and as part of a team

Desirable Attributes

- Experience in a nonprofit or mission-driven organisation
- Lived experience of gambling harm, having established a stable and positive recovery, with at least 18 months of abstinence
- Familiarity with basic project coordination or event planning
- Discreet, reliable, and proactive
- Enthusiasm for the EPIC Restart's mission and values

Qualifications

- GCSEs or equivalent (including English and Maths)
- Further education or vocational training in administration is a plus

What We Offer

- A supportive and purpose-driven work culture
- Opportunities for growth and development
- Flexible working arrangements
- The chance to contribute to life-changing work