**Job Description and Person Specification: Operations and Communications Officer**

**Salary** £27,100 (FTE)

**Hours** 30 hours per week over 4 days

**Contract** Permanent

**Location** Flexible, must work from our London workspace at least once a month, usually on a Tuesday for our ‘together’ day and you will be required to attend in person meetings and awareness raising events.

**Person Specification**

We are seeking a committed and experienced Operations and Communications Officer to provide effective operational support to work closely with our Executive Director to ensure our small charity runs smoothly and efficiently. You will be pivotal in managing day to day administrative tasks, helping with our external communications and providing support to deliver our strategic objectives. This multifaceted role will cover NNECL’s work broadly, from governance and trustee matters to processing invoices and supporting our communications and engagement activity. As our Operations and Communications Officer, you will have foresight, adaptability and the ability to handle a range of tasks that drive forward our mission while ensuring our day-to-day operations are flawlessly executed. This varied lynchpin role won’t suit you if you have limited work experience, like each week to look the same, don’t enjoy following organisational processes, want a large organisation with close supervision, or need to know every detail of the job upfront.

**Key Responsibilities**

**Operations**

* Be the first point of contact for incoming calls and emails and redirecting as needed, in a professional manner
* Assist with the smooth running of day-to-day accounts including, collating and filing invoices, end of month coding and liaising with our external accounts as and when needed
* Follow the charity’s financial procedures when carrying out any finance tasks
* Ensure the charity’s policies are maintained and filed correctly

**Membership**

* Support the Programmes Manager onboarding of new members
* Lead on the development of our Student Voices Network
* Work with the Executive Director to attract new members
* Execute strong data quality and input data meticulously into our CRM

**Communications**

* Maintain the NNECL website to ensure all content is updated and correct as and when required
* Set up and manage NNECL webinars from conception to completion
* Promote the charities work nationally across multiple outlets including social media
* Contribute content ideas and create copy for social media content, articles, blogs, and a quarterly newsletter for volunteers and supporters
* Assist in the marketing of the organisation and its activities

**Governance**

* Provide admin support to meetings of the Board of Trustees and National Strategy Group, including circulation of papers and drafting of minutes
* Accurately minute board meetings and subcommittees
* Support the information management of the organisation ensuring correct access restrictions and efficient document filing on SharePoint

**About you**

As a member of our small but mighty organisation you will play a crucial role of maintaining quality, efficiency and control across NNECL. To be considered for this role, you will be highly organised with meticulous attention to detail and a committed approach to serving customers and stakeholders. With an ability to work efficiently and independently and the initiative to take things forward within an agreed scope, you are comfortable in your communications and interactions with colleagues and external stakeholders. You enjoy working on multiple tasks and activities at the same time, using or developing systems to prioritise tasks. You will have gained a good level of experience already in roles focused on project administration and communication with customers or stakeholders, ideally in a charity or membership organisation.

**Experience, Knowledge and Attributes**

* High standard of numeracy and analytical skills
* Attention to detail and ability to maintain accuracy under pressure
* Excellent written and spoken English
* Strong intercultural competence and ability to build relationships across borders.
* Experience working in a support/administrative role, ideally in a charity, professional or membership organisation, or research/knowledge organisation
* Confidence in communications with colleagues, customers and external partners, displaying professionalism and right level of tact and awareness of others
* Good time management and ability to efficiently organise and deliver multiple tasks simultaneously
* Able to work independently, including in a remote work environment, and to ask for clarification/direction when needed
* Collegial and able to thrive in a dynamic work environment while supporting multiple colleagues
* Confidence using IT systems, familiarity with virtual meeting tools (e.g. MS Teams), use of Excel databases and proficiency in MS Office

**Additionally desirable**

* Comfortable in providing support in public speaking situations (e.g. webinars, workshops etc)
* Experience in monitoring and evaluating projects
* Knowledge of children’s social care in the UK or widening participation in post-16 education
* Experience of working with QuickBooks and Canva

November 2024