

Job Description

Job title:	Business and Operations Officer
Hours:	40 hours
Contract:	2 years fixed term
Reporting to:	Business and Operations Director
Salary band:	£27k to £32k depending on experience

We are looking for Business and Operations Officer to help organisational and development support for staff and the executive in our busy expanding arts charity.

About Us:

A New Direction is a not-for-profit organisation that exists to ensure that all children and young people in London can develop their creativity and play an active part in the culture and heritage of the city.

Core Values:

We work with partners such as schools, the cultural sector and local authorities to support children and young people to be creative and experience culture. Our core values of equity, culture and creativity and trust and means we identify areas of inequality to campaign for policy change where that is a barrier.

About the Role:

We are looking for a Business and Operations Officer to provide organisational and development support for the CEO, Executive team of Directors and Board of Trustees. This a key position with the senior executive team where you will grow and improve the learning culture across the organisation to embed and celebrate the values of trust, equity, culture and creativity as well as supporting our business planning, governance and HR systems to help us achieve our strategic goals.

Key Responsibilities:

Executive Support

- To co-ordinate and support the management of planning processes around A New Direction's business and programme development enabling clear communication

across various teams, attendance and minuting of all planning and monthly team meetings.

- To manage CEO, Directors and Trustee diaries including meetings, appointments, travel and accommodation.
- To compile agendas, coordinate and minute all Director, SMT, Team and Board meetings.
- To organise and plan logistics of Board meetings, Away Days, Subcommittees, appointment and induction of Trustees, legal documentation, board papers and minutes.
- To collate and manage confidential information and data from Board and team members for Charity Commission annual returns, Arts Council monitoring and HR records
- Ensure effective coordination of planning work by ensuring strong and effective working relationships across teams and with potential partners.
- Help establish the annual business planning cycle along with implementation of new programmes and projects

Learning and Development

- Working with the SMT, direct the needs assessment for training and staff development so it is aligned with the staff and overall organisation performance goals
- Identify best practices and lessons learned into program plans
- Working with the SMT, compile and file performance management reviews, organise staff training, maintain confidential documentation for HR files.
- Reviews evaluations of training courses
- Working with CEO and Chair of Trustees plan and set up Trustee training programme
- Set up an annual training plan for organisation
- To work closely with the Business and Operations Director on the recruitment and induction of new staff.
- Support the development of key strategies and policies including implementing and monitoring A New Direction's Equality and Diversity Action plan and Environmental policy.

Monitoring and reporting

- To coordinate and support the monitoring and evaluation of programmes
- To support the Business and Finance Director in the compilation of the annual return to Charities Commission, completion of the Trustees Report, Arts Council Annual Survey and any changes to statutory documents for the Charity Commission and Companies House.
- To support the Business and Operations Director in developing, implementing and monitoring A New Direction's Equality and Diversity Action plan and Environmental policy.
- To ensure the effective use of Salesforce (CMS) across the whole team, supporting new team members, providing training when necessary.

HR & Administration

- To manage all DBS checks for all permanent staff and freelancers working for A New Direction.
- To maintain holiday and sickness records, compile and file performance management reviews, maintain confidential documentation and manage HR files.
- To assist staff and SMT with catering for Board meetings and training days.
- To organise and facilitate bi monthly meetings with Coordinators.
- To answer the telephone redirecting enquiries in a professional, clear and polite manner and to act as the public face of A New Direction in both the AND office and external events and undertake other duties which as and when required.
- To act as the key point of contact and to manage all contracts with external IT, phones and office equipment providers ensuring that all systems are effective and good value for money.
- To act as key contact in helping AND find new premises, booking viewing appointments for the Business and Operations Director and SMT

This is a description of the job as currently presented, the role responsibilities are subject to change through scheduled review and discussion with the person in post.

Person specification

We aim to provide a supportive and challenging work environment where programmes work towards our vision and mission, as well as a great benefits package. We are looking for someone who has the following:

Skills

- Good planning, organisational and time management skills
- Strong analysing of data reporting on key performance indicators
- Excellent organisational, planning and prioritisation skills
- Excellent communication skills, both written and verbal
- Excellent knowledge of IT Microsoft Office, Excel and the internet
- Experience of Salesforce or similar CMS
- Excellent diary management and executive assistant skills

Experience

- Degree or Relevant Vocational qualification in business and operation planning or a HR generalist
- HR and training experience
- Minuting and report writing

- Knowledge of project management techniques
- Experience of business planning
- Experience of using a range of administrative systems and tools
- Experience of managing many diaries
- Experience of working with confidential information

Approach

- A commitment and understanding of the value of creative and cultural education
- Commitment to A New direction's values
- Proactive and able to work under own initiative
- Able to work independently and as part of a team
- Able to work with accuracy and attention to detail
- Able to work to deadlines
- Professional and helpful
- Displays a commitment to working positively within a framework which values and celebrates diversity
- Commitment to maintaining a positive external image of A New Direction
- Shows an ability to prioritise a range of tasks with supervision

Special Conditions

There will be occasions when this role may be required to work unsocial hours including evenings and weekends.