



## OPERATIONS ADMINISTRATOR

### One To One Enfield

<b>JOB TITLE:</b>	Operations Administrator
<b>RESPONSIBLE TO:</b>	Director of Operations
<b>ACCOUNTABLE TO:</b>	CEO
<b>BASE:</b>	One to One Head Office
<b>SALARY:</b>	£14 per hour
<b>HOURS:</b>	12 hrs pw over 3 days in office

The individual in this role is required to have excellent communication skills and the ability to communicate with a diverse population. They will be welcoming to everyone within the office and be able to confidently manage enquiries coming into the charity from both members and external stakeholders.

### Job Summary

- The post holder will work as a senior member of the Administration team, ensuring smooth running of the office and support to all staff and members
- Key is provision of effective administration, communication and support to the Director of Operations and Activity Team
- The post holder will be responsible for putting together the Activity and Events Calendar and monitoring attendance to ensure that KPIs are met
- They will be expected to be confident and welcoming to everyone interested in the charity
- The post holder will champion the charity and support all members, volunteers and citizens in their access to services and events
- The post holder will work with all to maintain, develop and improve engagement, improved communication, office productivity as well as delivering value for money

### Key Relationships

- CEO
- Director of Operations
- Community Engagement, Membership and Communications Lead
- Activity and Project Leads
- Administrators

- Members
- Stakeholders
- Commissioners / funders
- Citizens

### **Office administration**

- Support the Office and SMT in all aspects of administration
- Supervise and lead the admin team providing line management to junior staff
- Lead on specific areas of responsibility delegated by the Senior Management Team
- Ensure volunteers working in the office are welcomed, safe and supported in their roles

### **Membership and Volunteer support**

- Support members, volunteers and staff by taking and responding to messages, and offering guidance and advice (within your limitations of knowledge)
- Support the upkeep of Membermeister (database of members and volunteers)
- Receive data from activities leads and volunteers to update member meister
- Draw data off Member meister as and when required
- Set and exemplify values and standards, ensuring high performing delivery of office administration functions

### **Activities and Events Management**

- Oversee and ensure room booking for activities, peer support groups, meetings, and events
- Ensure that risk assessments are in place for all activities
- Arrange Activity Booking days for members, ensuring payment is taken before tickets / spaces are allocated
- Ensure the Activities Calendar is distributed across social media, the website, by hand or by post, keeping physical printing to a minimum.
- Contact specific groups of members to invite them to join events and activities
- Promote activities across the membership and on occasions more widely
- Be the main point of contact for members booking activities and events and putting booked events on member meister
- Processing payments for subscriptions, events and activities
- Promote a strong emphasis on customer / member service, responsiveness and a 'can do' approach
- Any other tasks assigned within the remit of this role

### **Personal development**

- Ensure knowledge is continuously updated and training undertaken if appropriate.
- Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed.

### **General**

The post holder is required to follow One To One Enfield's policies and procedures.

### **Person specification:**

#### Essential:

- Educated to A level/ equivalent academic or professional qualification
- Office administration experience
- Credibility and confidence of members, volunteers and funders
- Demonstrable experience of building, maintaining and utilising successful relationships with all staff especially those with lived experience of LD and/ or Autism
- High competence in social media and IT

#### Desirable:

- Experience of working with in an integrated health and social care setting
- Experience of charity services and performance management
- Lived experience of LD and/ or Autism

Closing date for this application is **Friday 10<sup>th</sup> April at 12pm.**

Shortlisting will be on Monday 13<sup>th</sup> April.

Interviews will be held **Wednesday 15<sup>th</sup> April 2026**

Please send a CV and covering letter to [admin@one-to-one-enfield.co.uk](mailto:admin@one-to-one-enfield.co.uk) to apply.