

Job title:	Operations Officer
Hours:	Full time (or part time by negotiation)
Reporting to:	Operations and HR Manager
Location:	Flexible options within the Sussex area
Introduction to National Numeracy:	<p>We are on a mission to empower children and adults in the UK to get on with numbers so they can fulfil their potential at work, home, and school. Our work improves how people understand and work with numbers in everyday life, sparking better opportunities and brighter futures.</p> <p>The issue: Numeracy levels in the UK are significantly below the average for developed countries: nearly half the working age population (49%) has the expected numeracy level of a primary school child. And it costs the UK economy a staggering £25 billion a year.</p> <p>Enabling social mobility: Basic number skills and confidence provide a gateway to financial inclusion, wellbeing, and employment prospects. Without number confidence and skills, people are locked out of many life opportunities. And it's a problem handed from one generation to the next.</p> <p>Enabling a fairer society: Poor numeracy blights lives and livelihoods and contributes to pervasive problems from unemployment to poor health and debt.</p> <p>Our diversity: Our stakeholders have different backgrounds and experiences, and we are committed to having a diverse team who can bring their experiences from work and home into this role. We encourage applications from all, regardless of age, race, colour, creed, background, nationality, previous life experience, gender, sexual orientation, and disability status.</p>
Introduction to the role	<p>We are looking for an outstanding Operations candidate to provide a key operations function for National Numeracy. The Operations team forms the bedrock of the charity and this new role within a rapidly growing organisation offers considerable room for growth and development.</p> <p>Working with the wider Operations & Impact team, you will lead on managing the tech and office environments, taking ownership of the relationships with key external suppliers, ensuring that the team has the support and equipment they need to do their best work.</p> <p>You will also work closely with the CEO to manage the trustee meeting cycle, being pivotal to the production of board papers for trustees, scheduling meetings, and acting as the key contact point for trustees.</p> <p>You will also work closely with the CEO to support his work across multiple external agencies, managing diaries and communications with external stakeholders and as such will be comfortable communicating at all levels. You will also be central to the entire National Numeracy team, maintaining the internal meeting structure and framework that supports a hybrid working team.</p> <p>You will be joining the only independent charity in the UK dedicated to improving the nation's numeracy at a time when the profile of our charity and the numeracy issue is rising. We are looking for someone who is highly motivated with bags of energy and initiative.</p>

	<p>Experience in the charity sector is not necessary, as long as you can show us that you have relevant transferable skills and an understanding of what it takes to be successful in this role. It's a great opportunity within a small but ambitious and dynamic organisation, making a real difference to people's lives and livelihoods.</p> <p>National Numeracy is based near Brighton, but we are offering significant remote/hybrid and flexible working with this role. If you are not office based then the expectation is that you will be in Sussex at least occasionally when the work requires it. The role may include occasional travel to London and beyond.</p>
<p>Overview of main duties:</p>	<p>This role will perform a key role in the Operations & Impact team to continue to build a robust organisation to support the charity to grow and develop.</p> <ul style="list-style-type: none"> • Lead on working with the external IT company to ensure the charity provides the IT and tech solutions staff need to support them to do their best work, ensuring the team have the training they need to make best use of the solutions adopted. • Lead on managing our range of software solutions to ensure efficiency of use and devising solutions to support a growing and developing environment. • Be first point of contact for all office related enquiries and tasks, managing supplies and equipment ensuring that we have a working environment that provides effective support a flexible and agile team. • Be first point of contact, along with the Ops Director, for trustees, scheduling meetings, managing minutes, and completing all admin to support the governance function. • Support the CEO and wider team with scheduling, including managing internal sharing sessions and team away days; working with the Ops team to support staff working in a hybrid environment to facilitate collaborative working practices. • Contribute to a culture of continual improvement across the charity. • Other duties that support the overall Operations function of the charity, being a key member of a small team.
<p>Essential skills/experience:</p>	<ul style="list-style-type: none"> • Experience of working to support the operational infrastructure of an organisation, sourcing the right solutions to fit the needs of an organisation, and managing the overall systems and processes. • Experience of managing suppliers. • An understanding of GDPR considerations. • Strong written and verbal communication skills. • Ability to build effective relationships across the organisation and with external stakeholders. • Good organisational, multi-tasking and prioritisation skills. • Flexible in your approach, and able to work both independently and as part of a team. • Competent in Word, Excel and PowerPoint and a willingness to learn new systems.
<p>The details:</p>	<p>We are offering:</p> <ul style="list-style-type: none"> • £26,000 FTE • Full time or part time • 33 days' holiday a year including bank holidays, pro rata • Company pension scheme • Flexible approach to office/hybrid/remote working • Equality, Diversity, and Inclusion strategic plan • Employee Assistance Programme and other staff benefits • Multiple staff social opportunities

	<p>National Numeracy offers a supportive, friendly culture with a focus on wellbeing and collaboration. We take life-long learning seriously and support our staff to develop their skills and knowledge. We have a hybrid approach to work and welcome applications from candidates interested in either mainly office or mainly home working options.</p> <p>National Numeracy is an equal opportunities employer, and all applicants are treated equally and fairly throughout the recruitment and selection process.</p>
How to apply:	<p>In the first instance, please submit an application by 9am on Monday 5th September 2022 to Rachel Bignell using HR@nationalnumeracy.org.uk</p> <p>Please include in your covering letter an outline of your suitability for the role and address the following questions:</p> <ul style="list-style-type: none">• What attracts you to working at National Numeracy?• What do you like best about working in Operations? <p>Applications without a cover letter will not be accepted. If you would like to have chat about the role or visit us prior to applying, please contact us at the above address.</p> <p>* This job description does not constitute a promise or guarantee of employment, National Numeracy reserve the right to make changes to this job description. ** National Numeracy reserves the right to change the deadline for applications or to close the application window if a suitable candidate is found. *** National Numeracy cannot offer visa sponsorship for this opportunity. Please do not apply unless you can demonstrate eligibility to work in the UK.</p>