

# Appointment of Operations Assistant



# Introduction

## Welcome

National Numeracy's vision is for everyone in the UK to get on with numbers so they can get on with life. Our mission is to improve how people understand and work with numbers in day-to-day life – sparking better opportunities and brighter futures. We want to empower everyone in the UK to have the number confidence and numeracy skills that allow them to fulfil their potential at work, home and school.

National Numeracy was established as an independent charity in 2012 to help raise low levels of numeracy among both adults and children and to promote the importance of numeracy in everyday life. We challenge negative attitudes, influence public policy and offer practical ways to help adults and children improve their confidence and skills in working with numbers.

Over the past decade, we've learnt that the scale of the issue is huge, its impact significantly underestimated and that it is having a disproportionate impact on disadvantaged communities. That's why we are increasingly focused on supporting those with the lowest numeracy in areas of greatest need, where numeracy is an integral piece of the puzzle for social mobility.

We focus on the value, opportunities and outcomes that improving numeracy can help deliver: getting into or on at work and building sustainable careers, being able to make sense of our finances and feeling more in control of our money, and supporting the children in our care to feel positive about maths and the benefits it brings to our lives.

By working with communities, employers and schools, we want to enable everyone across the UK to be confident and competent with using numbers and data, so they can make good decisions in their daily lives.

Our work demonstrates that supporting people with low numeracy to improve and, as a result, feel better equipped in life is possible and possible at real scale. We know what works and together with our partners and supporters we can accelerate our impact to open up opportunity for not just thousands, but millions more people.

It is an exciting time at National Numeracy. We are growing our impact across the country and this is reflected in the continued expansion of the charity and our staff team. Please consider joining us.

Thank you for your interest in National Numeracy.

**Sam Sims, CEO**



Above: Sam Sims - National Numeracy CEO at National Numeracy's 10th Anniversary event.

## About National Numeracy

**Our mission:** We empower people to thrive by using numeracy to open up opportunities and access brighter futures, targeting communities where the need is greatest.

**Our ambition:** Our ambition is to empower half a million people to thrive using numeracy by 2028.

**Who we serve:** Everyone can access our resources, but our priority is supporting people with low number confidence or numeracy skills in communities where the need is greatest.

**Enabling social mobility:** Numeracy skills and number confidence can provide a gateway to financial inclusion, wellbeing, and employment prospects. Without them, people are at risk of being locked out of many life opportunities. And it's a problem handed from one generation to the next.

**Enabling a fairer society:** Poor numeracy blights lives and livelihoods and contributes to pervasive problems from unemployment to poor health and debt.



*To overcome your fears, you've got to face them head on, and that's what I did, with the National Numeracy Challenge. Numbers don't scare me anymore... Improving my numeracy hasn't just helped me with my kids, it's helped me at work too. I've enhanced my CV and future job prospects.*



Jason Ace – National Numeracy Hero

**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. Therefore, we actively encourage applicants from black, Asian or minority ethnic groups, LGBTQ+ people and people with disabilities to apply for this role.

Below: Perdita Fraser – National Numeracy Chair of Trustees at National Numeracy's 10th Anniversary event.



## Our Values

Our “**Core Four**” deeply held values define what’s important to us. They guide our actions, drive our decision-making, and exemplify how we serve individuals and communities.

**Community commitment:** We put people first. We give 100% to our people, partners and communities.

**Trusted experts:** We are the UK’s numeracy experts. We use data and evidence to offer credible, trusted insight.

**Empowered futures:** We empower people for positive change. We listen, build confidence and enable people to gain greater control over their futures.

**Always learning:** We believe change can happen. We are persistent and passionate in supporting people, partners and communities to accomplish their goals.

## What is it like to work at National Numeracy?

We care about maintaining a collaborative, supportive environment for our team.

Here's what some of our staff say about what it's like to work at National Numeracy:



*Everyone at National Numeracy has been so warm and welcoming towards me since I started here. This was made apparent through the very useful induction meetings I had, with every member of staff. Having come from an organisation which I worked at for 8 years to being the new person, I have been supported every step of the way. My needs have been considered and everyone has been very approachable and inclusive.*



*I’m very proud to have recently joined the External Relations team at National Numeracy. The team are incredibly welcoming, supportive, passionate and despite many working remotely, very connected. My first few weeks have been very enjoyable and I’m excited for what the future holds!*



*Three months into the role and I feel well and truly part of the fold; we’re very lucky to have such an inspiring and welcoming team culture.*





# The Role

## About the Operations & Impact Team

National Numeracy is an ambitious, forward-looking charity that is highly engaged in the world around us. The Operations & Impact team sits at the heart of National Numeracy, building the foundations for sustainability and growth, as well as providing the bedrock of support for the entire team to do their best work.

As a whole the team incorporates finance, HR, operations, data, impact and research with this role primarily focussed on supporting the Operations & HR Manager to maintain and enhance the running of the organisation.

# Team Structure



# About You

We are looking for a proactive Operations candidate to provide a key operations function for National Numeracy. The Operations team forms the bedrock of the charity and this new role offers considerable room for growth and development.

Working with the wider Operations & Impact team, you will lead on managing our tech supply and support partners, the 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.

You will also work closely with the Operations team to co-ordinate the trustee meeting cycle, scheduling meetings, and acting as the key contact point for trustees.

You will work closely with the CEO by providing some support with arranging and scheduling meetings, and as such be comfortable communicating at all levels.

You will be central to the entire National Numeracy team, maintaining the internal meeting structure and framework that supports a hybrid working environment.

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.

We welcome applications from candidates looking to work either four or five days per week.

While you will be comfortable working with technology, we have lots of external technical support in place so you do not need to be an expert.

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.

National Numeracy is based near Brighton, but we are offering significant hybrid and flexible working with this role. If you are not office based then the expectation is that you will be available to visit the National Numeracy office head office in Falmer on a weekly basis.

# Overview of main duties

This role will perform a key role in supporting the Operations & Impact team to continue to build a robust organisation to support the charity to grow and develop.

- Support with 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.
- Support with 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.
- Work closely with the Operations Director to support governance functions, including serving as a key point of contact for trustees, co-ordinating meetings, preparing minutes, and managing related administrative tasks.
- Support the CEO and wider Operations team with scheduling, including managing internal sharing sessions and team awaydays; 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.
- Support the wider Operations team, including finance and impact, with additional administrative tasks as needed.
- Other duties that support the overall Operations function of the charity, being a key member of a small team.

## Person Specification

Essential Skills/Experience
Some experience in one or more areas of working to support the operational infrastructure of an organisation, and supporting the operations team to manage the overall systems and processes.
Experience of managing suppliers.
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.
Able to identify with what we do as a charity and why it's important.

# Terms of Employment

<b>Salary</b>	£23,400
<b>Contract</b>	12Month FTC
<b>Working Hours &amp; Location</b>	37.5 hours a week (30hours would be considered) Hybrid working / Office working flexibility (One day per week at the head office in Falmer, East Sussex)
<b>Holiday Entitlement</b>	33 Days (FTE) including Bank Holidays
<b>Pension</b>	6%
<b>Other Benefits</b>	Employee Assistance Programme Flexible approach to working Training and development Long service holiday allowances Multiple staff social opportunities Equality, Diversity and Inclusion strategic plan

You'll 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, particularly as the government rolls out a £560 million numeracy programme.

We are looking for someone who is highly motivated with bags of initiative. 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 fantastic opportunity within a small but ambitious and dynamic organisation making a real difference to people's lives and livelihoods.

## Personal Development

At National Numeracy we like to nurture our talent, so upskilling our people with continuous training is important to us. We work hard to make sure National Numeracy is a safe, rewarding and inspiring place to work and that our roles are high quality, offering team members learning and development opportunities depending on their own interests.

We run all-staff training initiatives, delivering on areas identified by staff and covering both hard and soft skills – recent examples have covered Unconscious Bias, Line Management, Project Management and Presentation Skills. We also support each staff member with bespoke learning and development opportunities and encourage staff to identify training needs that drive forward their own personal and career development goals.

## Mental Wellbeing Commitment

We are committed to supporting the mental health of our staff; we seek to provide a supportive culture where conversations about mental health challenges are normalised, and staff can get access to external support services at any time using our Employer Assistance Programme.

We also have an annual wellbeing session for staff and a schedule of initiatives being devised with our qualified mental health first aiders.

# How to Apply

To apply, in the first instance, please send your CV to Rachel Bignell at [HR@nationalnumeracy.org.uk](mailto:HR@nationalnumeracy.org.uk), along with a cover letter detailing your suitability for the role and why you wish to work with National Numeracy.

**Deadline for applications:  
10am Monday 14<sup>th</sup> July 2025**

Interviews will take place 21st July 2025.  
Dates for second stage interviews are to be confirmed.

National Numeracy is an equal opportunities employer and all applicants are treated equally and fairly throughout the recruitment and selection process.

\* This job description doesn't constitute a promise or guarantee of employment. National Numeracy reserves 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.



## Jason's story



As a parent I struggled when my kids asked for help with their homework. There's a sense of shame and feeling inadequate because your children are asking you for help and you can't provide it. You're meant to provide for your kids.

But now I've done the National Numeracy Challenge I've grown confident with numbers. I don't have to hide from my kids when they ask me for help, and I really enjoy doing it. I don't want them to be afraid of numbers like I was at school. We get a buzz out of doing the homework together, and I'm learning from them too. I'm six feet tall but it makes me feel seven feet being able to help them out. Improving my numeracy hasn't just helped me with my kids, it's helped me at work too. I've enhanced my CV and future job prospects.



These achievements led to Jason being named a National Numeracy Day Hero, appearing in the media and in videos alongside our celebrity Ambassadors to promote the benefits of numeracy.

**National Numeracy is an independent charity that empowers children and adults in the UK to get on with numbers so they can fulfil their potential at work, home and school. Our work combats low levels of numeracy, improving how people understand and work with numbers in everyday life and helping to spark better opportunities in life.**

National Numeracy is a registered company (company no: 7886294) and charity (charity no: 1145669).

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