

Job Description

Job title:	Events and Operations Assistant
Hours:	Part-time, 3 days per week (working pattern to be agreed, likely Tue-Thu)
Contract:	6-month fixed term contract (April – October 2022)
Reporting to:	Planning and Operations Manager
Salary:	London Living Wage (£11.05/hour)

We are looking for an Events and Operations Assistant to help our Operations team to ensure the smooth running of our internal systems and assist with delivering events across all our exciting programmes – particularly as we return to in-person working and deliver new projects in a new venue.

About Us:

A New Direction is an award-winning non-profit organisation working to enhance the capacity and agency of children and young people in London to own their creativity, shape culture, and achieve their creative potential.

We do this by working with a diverse range of partners, making connections, sharing practice, influencing change, improving the ecology that surrounds children and young people, and by providing real and transformative opportunities - from childhood, through school years and into employment.

We're a small, tight knit organisation who pride ourselves on our open and supportive working culture. We aim to provide a positive and welcoming working environment where all staff can bring their whole selves to work. A New Direction is committed to equal opportunities and values diversity in its workforce.

Our Values

Our values are embedded in how we work with young people, partners, funders and as a team. They are:

- Equity
- Connectivity
- Trust and Respect
- Creative Culture
- Kindness

Find out more about our values here: <http://www.anewdirection.org.uk/values>

About the Role:

This is a crucial role at the heart of A New Direction offering essential support as we return to in-person working and delivery.

You will be responsible for assisting the smooth running of our two buildings as well as providing a warm and professional face for the organisation. You will also help with the coordination of our busy events programme as well as assisting crucial corporate systems such as diary management, recruitment support and asset audits.

This role will work with both the Planning and Operations Manager and Facilities and Resources Manager and sit at the centre of everything we do.

Key Responsibilities:

Office Coordination and Support

- Assisting the Facilities and Resources Manager on the smooth running of our IT, Security, Cleaning, Maintenance, Phones
- Acting as the first point of contact for general enquiries (by email, phone or in person), providing a friendly and inclusive welcome to everyone who works with A New Direction
- Support room bookings and catering
- Support new starters with IT and office induction (as directed by the Facilities and Resources Manager)

Resources Coordination and Support

- Overseeing the IT cupboard and support booking equipment
- Overseeing stationary, equipment and kitchen supplies
- Supporting our archive and external storage usage
- Supporting asset audits of both buildings (as directed by the Facilities and Resources Manager)

General Administration and Planning Support

- Assisting the Planning and Operations Manager with general employee administration, including supporting with recruitment and induction processes, booking training and diary management
- Assisting the Planning and Operations Manager with Board administration, including scheduling and meeting preparation
- Oversight of the office calendar and events calendar to maintain an overview of activity across the organisation
- Managing 3 shared inboxes (general enquiries, events and recruitment inboxes) providing a timely response and forwarding on enquiries as relevant
- Supporting internal communications and staff events, including regular whole team meetings, updating our intranet and organising team social events
- Participation in and support of internal working groups that support the team to live A New Direction's values in their day-to-day work
- Minute taking at some meetings as agreed

Events

- Supporting our events — ensuring high degree of accessibility to all events in and out of house
- Supporting resources for events and supporting out-of-house events as required

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.

All staff must ensure A New Direction's policies and procedures are adhered to.

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 with the following skills, experience and approach.

We welcome applications from people who have transferable skills and/or do not meet every skill requirement as we know women and other under-represented groups are less likely to apply for a role if they are not 100% qualified. We promote a diverse, inclusive, and empowering culture.

Skills

- Excellent organisational skills and meticulous attention to detail
- Excellent communication skills both written and oral
- Good interpersonal skills and with the ability to communicate well with a wide range of people
- Able to work independently and prioritise workload
- Good working knowledge of Microsoft Office applications including Word, Outlook, PowerPoint and Excel
- Knowledge of disability access as it relates to events is desirable

Experience

- Experience of administration
- Experience of working in a busy environment

Approach

- Able to work well as part of a team
- Open and approachable with a positive attitude
- Professional and helpful
- Proactive
- Committed to the vision, mission and values of A New Direction
- Displays a commitment to working positively within a framework which values and celebrates diversity

A New Direction is committed to equal opportunities and values diversity in its workforce.

A New Direction is committed to implementing safeguarding through safer recruitment. All our roles require the successful candidate to complete a Disclosure and Barring Check, the receipt of satisfactory references and be eligible to work in the UK.

Special Conditions

It is likely that on occasions there will be a requirement for this role to work unsocial hours including evenings and weekends. We operate a TOIL (time off in lieu) system.

We have two spaces: one in Worship Street near Moorgate and Liverpool Street stations, the other at the Good Growth Hub in Hackney Wick. This role will work between both sites.