



Operations Assistant

Women for Women International (WfWI) is an international NGO that helps women survivors of war to rebuild their lives. We believe that with access to rights, education and resources, women can lead change towards peaceful and stable societies. Since establishment in 1993, WfWI has reached over 500,000 women in Afghanistan, Bosnia and Herzegovina, Democratic Republic of the Congo, Iraq, Kosovo, Nigeria, Rwanda and South Sudan. The UK office was established in 2006, and over the last thirteen years has steadily grown its programme funding from grants from various sources, including governments, trusts and foundations, companies, and individuals.

We are seeking an Operations Assistant to support the Finance & Resources team in our busy and dynamic London office. The position will suit someone who is comfortable in an office-based, administrative role.

The **Operations Assistant** would be expected to work within the framework of Women for Women International's core values.

Women for Women International are an equal opportunities employer and we positively welcome applications from all suitably qualified persons regardless of their religious beliefs or political opinions, sex, marital or family statuses, races, sexual orientations, ages or whether they are disabled. All applicants must have the right to work in the UK.

Women for Women International – UK is a registered charity (charity number: 1115109) and a company limited by guarantee (company no: 05650155), registered in England and Wales.

REPORTING TO: Director of Finance and Resources

PROPOSED START DATE: ASAP

LOCATION: Old Street, London

WORKING PATTERN: Full time – 35 hours a week

SALARY LEVEL: £20,600 per annum

CLOSING DATE: 7th November 2019, 5pm

Job Description

Office Operations

- Manage front-of-house duties, including welcoming guests and being the primary handler of external calls.
- Assist the Director of Finance and Resources with building/office maintenance issues.
- Be the point of contact for office resource requirements, e.g. desk space, furniture, photocopier and stationery.
- Maintain an overview of office desking schedule to ensure all desks are used to their maximum capacity, and that all staff have a desk and set-up required for their role.
- Manage electronic shared data on the server, and maintaining the staff handbook.
- Take inventory of office supplies, merchandise, equipment and Trading Company stock, when needed.
- Assist the Director of Finance and Resources in Health & Safety compliance matters.
- Coordinate visits to external storage and manage storage records.
- Arrange the logistics for whole staff events, including weekly staff meetings – booking rooms, setting up conference call facilities, and arranging projector and video calling.

Human Resources

- Provide administrative support to the People and Culture Manager for all areas of HR, to include recruitment logistics and administrative coordination of interviews; new starter requirements; annual leave and sick leave; employee administration.

Travel

- Be the central point of contact for all UK staff travel – arranging transportation, insurance and accommodation.
- Supporting UK staff with visa requirements.
- Managing visits to the UK office from other global staff members.

ICT

- Managing the ICT assets of the organisation – ensuring everyone has the ICT resources needed for their roles and that equipment is replaced in a timely manner.
- Helping troubleshoot ICT issues.
- Liaising with external ICT providers regarding hardware purchases and resolving hardware/software problems.
- Liaising with mobile phone company with regards the organisation's phone contracts.

Person Specification

Experience	Required
Experience working in an office environment and/or in an administrative role	Essential
Computer literate, confident using word, outlook and excel	Essential
Enthusiasm for administration	Essential
Experience organising and minuting meetings	Desirable
Good telephone manner and experience in a customer-facing role	Desirable
Personal qualities	Required
Able to maintain a high degree of confidentiality and professionalism	Essential
Ability to multi-task and prioritise duties	Essential
High commitment to attention to detail	Essential
Exceptional organisational skills, and a proactive approach to problem solving	Essential
An interest in the work of Women for Women International	Essential

To apply, please send your CV, and a covering letter (2 pages maximum) outlining how your previous experience, knowledge and skills equip you to meet the requirements of the person specification by **7th November 2019, 5pm** to ukrecruitment@womenforwomen.org