

## Office Manager & Assistant to Head of Operations

ORT has been transforming lives through training and education since 1880. From focusing on teaching 19th century Jews essential trades and professions, we have evolved to provide valuable learning skills and competencies that empower individuals and strengthen communities and Jewish life worldwide.

The ORT network reaches more than 200,000 people a year in schools, universities, and training programs, in more than 30 countries. We bridge the gap between ability and opportunity by providing the best education for our students and communities.

**LOCATION:** London NW1 and home-based

**SECTOR:** Education, not-for-profit

**HOURS:** Full time, permanent (34.75 hours per week although we would consider part-time)

**SALARY:** £33,500 - £36,500 commensurate with experience

### WHAT WE NEED:

We are looking for a highly organised and highly competent practical thinker for this pivotal role in our Operations team. Reporting to our Head of Operations, you will be providing day to day support in several areas across the organisation as well as bringing new ideas to support improved operational efficiencies: from checking on the latest HSE initiatives to filtering CV's; from liaising with security, managing agents, cleaners and supporting the efficient running of our newly refurbished office space in Camden Town to helping with ad hoc events. You will also be the first point of contact for many of our stakeholders in the UK and overseas.

### WHAT YOU'LL BE DOING: (AMONGST OTHER DUTIES)

#### Building & Facilities:

- Liaising with Managing Agents for any maintenance requirements
- Ensuring the day-to-day smooth running of the office, including security regulations, visitor protocols, management of cleaning, procurement of consumables and stationery and overseeing the part time Facilities Assistant
- Responsible for the company's health and safety management and ensuring that all relevant personnel are properly trained
- Responsible for fire prevention, and other safety systems
- Draft and update emergency plans and evacuation / invacuation procedures
- Overseeing the reception and security desk
- Maintain and develop relationships with local Met. Police representative and community-based security organisation
- Sourcing and scheduling relevant handyperson services
- Hiring, scheduling and managing contractors as needed to maintain, repair, or improve the property e.g. cleaners, gardener etc.
- Undertake or organise routine checks, including fire, PAT testing, domestic water and general health & safety
- Oversee the efficient running of post and office supplies
- Maintain the ORT garden area either through wellbeing volunteering projects or gardening maintenance company
- Being the first point of contact for building queries
- Oversee the room bookings and support user set up and clear down

- Assist with complaints, problems, and requests from building tenants where the managing agents are not responsive
- Co-ordinate with security and cleaning for any out of office hours events

### **General Operations Administration:**

- Taking the main line World ORT telephone calls
- Financial administration
- Liaising with Archive and Records Manager for archival and storage requirements
- Helping with ad-hoc events
- Assisting with IT requirements of employees and liaising with our IT consultancy
- General administrative assistance to the Head of Operations such as researching, document preparation and organising meetings

### **HR:**

- Working alongside the Head of Operations on employee lifecycle, from recruitment to updating personnel records and any other HR administrative duties
- Leading on soft HR initiatives and co-ordinating social activities with the social committee
- Leading on the successful implementation and running of the wellbeing strategy
- Leading on the planning, organising and running of staff meetings and team days

### **WHAT YOU NEED TO DEMONSTRATE:**

- At least 3-4 years in a similar role
- Qualified to IOSH standards
- Problem-solving and analytical skills
- Budgeting and negotiating skills
- High level of interpersonal and communication skills as well as being able to behave diplomatically
- Excellent organisational and planning skills
- High attention to detail
- Ability to think practically and work independently
- A strong desire to learn new skills, be self-driven and resourceful
- An ability to work harmoniously alongside a diverse staff group and stakeholders
- Self-motivated with an enthusiastic approach
- A genuine, can-do, and versatile approach to your work
- High proficiency in Microsoft Office applications
- Excellent time-management skills and the ability to work under pressure
- Fluency in both written and spoken English
- Knowledge of the Jewish charity sector and Jewish social issues would be advantageous

### **REVIEW ARRANGEMENTS:**

This list of duties is not exhaustive. It is inevitable over time the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this information will be periodically reviewed, revised, and updated in consultation with the post holder to reflect appropriate changes.

This role may involve working out of hours and occasional international travel.