**OPERATIONS ASSISTANT- MATERNITY COVER**

**JOB DESCRIPTION**

**Salary:** £22,500- £23,500 per annum gross, depending on skills and experience

**Working hours:** Full-time, 37.5 hours a week, Monday to Friday

**Location:** Oxford

# **The Post**

You will provide administrative support to the Operations team, sending out leases and licences to our existing tenants and new tenants, as well as providing critical cover for the rest of the Operations team during times of absence, or during busy periods.

This is an opportunity for a capable and enthusiastic individual who shares our values to work for one of the UK’s leading social businesses. You will gain an insight into many aspects of our fast-growing and innovative organisation and to see at first-hand how we put our commitment to society and the environment into practice whilst running a financially sound business.

You will share responsibility with the other Operations Assistant for all tenant-related administration and record-keeping and will be one of the first points of contact for new tenants. You will be line managed by the Operations Manager.

As Operations Assistant, your responsibilities will include, but not limited to:

**Tenant Administration**

Assisting the Operations Manager with a range of tenant administration, including:

* Coordinating processes for tenants moving in and out, including liaison with tenants and with Sales, Property Management, Finance and IT teams, and issuing new leases and licences from standard templates
* Maintaining and updating templates of leases and licences
* Keeping tenants’ electronic and paper records up-to-date
* Dealing with tenants’ administrative queries
* Administration of building plans
* Issuing consents to sub-letting
* Preparing and maintaining procedure documents for tenant administrative processes
* Drafting terms within leases and licences, which are outside of the standard templates
* Assisting with non-financial aspects of the rent review process
* Coordinating the process for annual lease and licence renewals

**Development of Company’s electronic Information system (Netsuite)**

* Designing reports
* Assisting staff with importing / exporting data and producing reports
* Assist with the implementation of the customer relationship management system, assist with data clean up from existing systems.

**Central purchasing contracts**

Mobile phones and 365 licences

* Maintain employee phone list and location of phones
* Order new phones within policy
* Allocation of SIM cards

Utilities

* Liaise with property managers to get readings to update their spreadsheets and suppliers
* Checking electricity usage invoices and investigating unusual costs

**Other central contracts (photocopiers and sanitary bins)**

* Dealing with annual contract renewals and obtaining best prices
* Liaising with Property Managers on requirements
* Approving invoices
* Maintaining electronic and paper records of contracts

**Supporting the Operations Assistant with business rates administration**

* Becoming familiar with business rates rules and practices
* Calculating business rates liability for each of our buildings and ensuring that the correct business rates are charged
* Identifying the most appropriate business rates treatment for new units/buildings
* Approving business rates invoices
* Notifying local authorities of changes of occupier and sorting out errors in billing
* Liaising with the Valuation Office over valuations and splitting of properties, as required
* Dealing with business rates queries from colleagues and tenants

**General duties**

* General admin support to the department
* Drafting some communication materials
* Filing and any other administrative tasks as required
* Assist the Operations team in providing and delivering information to colleagues on roles and procedures

**Other responsibilities**

* Working within the company’s procedures and policies
* Working to improve the company's social and environmental objectives
* Other duties commensurate with the post
* Attendance at company-wide events, including the staff conference, company training, etc.

**Person Specification**

**The successful candidate will:**

* Be highly organised and efficient, with an ability to prioritise work within tight deadlines, to multi-task and to be flexible
* Have strong analytical skills
* Have a high level of attention to detail and precision, including having the aptitude and patience to sort out detailed problems from time to time
* Be able to act quickly and effectively and use initiative
* Have excellent oral and written communications skills in English, including the ability to communicate with customers on administrative details politely and effectively
* Be numerate and in particular be comfortable producing simple budgets and financial reports in Excel, analysing costs and income, and using percentages and similar intermediate level functions in Excel
* Have a proven ability to be confidential
* Be skilled at using Microsoft software, especially Outlook, Word and Excel
* Have an aptitude for using databases
* Be committed to social and environmental issues
* Be considerate and comfortable working in a large, open-plan office.

**Experience of any of the following would be an advantage:**

* The social or environmental sector
* Property administration
* Property law

### **Contractual Details**

This is a temporary full-time role covering maternity leave with a three-month probationary period. The role is a full-time position, working 37.5 hours a week, between Mondays and Fridays.

Benefits include 25 days’ holiday entitlement pro-rata a year, in addition to all public bank holidays, pension scheme, death in service benefit, Perkbox, season ticket loans, interest free personal loans, as well as other benefits.