



Job Description and Person Specification

Role	Operations Assistant
Reporting to	Operations Manager
Location	Office base in Slough
Hours	Part-time/ Full time
Contract Type	Permanent

Summary of Learning to Work

We create high impact activities with local employers to inspire young people, educate them about opportunities and give them the skills they need to be successful in the workplace.

Job Description

To provide an efficient and effective clerical and administrative support service to the Learning to Work team in accordance with the organisation's policies and procedures. You will be expected to support the different areas of the business in all aspects of administration.

Roles & Responsibilities:

- Supporting the management of the office on a day to day basis. This will include:
 - Being the voice of LTW in responding to calls and enquiries into the office and to ensure that the enquiry is directed in the most effective way.
 - Collecting and distributing correspondence on a daily basis..
 - Taking minutes at Team meetings and circulating to the management team. Ensuring the updates are circulated with Actions noted before next cycle of meetings.
 - Ensuring all resources for the office and for use at events are maintained at the right levels at all times.
 - Assisting with setting up and troubleshooting IT equipment for the team.
- Provision of administrative support to the management team.
- To assist with the management of Salesforce database (CRM system) to ensure that they are proficient in the ability to produce necessary reports.
- Supporting the administration of Health & Safety checks for work experience.
- Provision of support for the recruitment and tracking of business volunteers.
- Updating spreadsheets and databases as required.
- Ensuring the correct data and information is collated for the timely production of reports and to be aware of the natural cycle of meeting and events.
- Any other duties as required to ensure the effective operations of the company and to meet the needs of the business plan.

KEY SKILLS & EXPERIENCE REQUIRED

Essential

- 4 x GCSEs in core subjects
- Good Knowledge of Excel and Word
- Good basic IT knowledge e.g. uploading software and database management
- Accurate data entry skills
- Comfortable using Outlook and VOIP telephone systems – training will be available
- Excellent telephone manner, strong communication skills both written and verbal with the ability to adapt your style according to the situation
- Ability to work on own initiative with flexible and adaptable approach to the demands of the role
- Ability to work under pressure to meet deadlines and prioritise work
- Highly developed organisational skills and attention to detail
- Ability to work as a team player
- Demonstrate a thorough and detailed approach to work
- A can do attitude and willingness to help others and go that extra mile
- The ability to practice equal opportunities, demonstrate integrity and respect confidentiality at all times

Desirable

- Up to date knowledge of the secondary education system
- Local knowledge of the schools and businesses in the area
- To live in a convenient travelling distance of the Learning to Work area
- A full and clean driving licence and the daily use of a car.

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