

People and Operations Administrator

Reporting to: Operations Manager

Contract type: Part-time, 12-month initial contract, with possible extension

Hours of work: 15 hours per week, days and times to be agreed with Line Manager.

Location: Remote working, GMT \pm 2 hours

Salary: £25,000 - £30,000 (pro-rata), dependent on experience

Benefits: 25 days paid annual leave per annum plus all public and bank holidays (pro-rated for part-time employees); company pension scheme; parental leave; flexible working; company-provided MacBook and iPhone; home-working allowance after successful completion of probationary period.

Job Purpose

To assist with the delivery of proactive-orientated people administration and provide general administrative support to the entire AWO team. The People and Operations Administrator ensures that issues are spotted ahead of time and resolved in a solution-based way to ensure effective operations of the agency.

Job Duties and Responsibilities

The People and Operations Administrator will 1) support the people and operations team by providing administration for human resources tasks and 2) assist with general operational delivery through scheduling and meeting management support.

You will be required to perform other tasks in addition to the below, as requested by the Directors.

People Support (50%)

Assisting with administration of employee life cycle, including recruitment, onboarding, performance management, and employee offboarding by:

- Coordinating staff recruitment process by placing job vacancies on Applied platform and external websites; coordinating with hiring team on application review process to manage internal deadlines; and scheduling interview dates for successful candidates.
- Assist with onboarding process by setting up Tech and People/Ops Induction meetings as well as individual meetings with line manager and relevant staff; sending out org-wide meeting invitations to new starter; and liaising with People Advisor to file relevant employee paperwork and update staff database.
- Coordinating employee offboarding process by scheduling exit interviews; liaising with Finance Manager on equipment return; and removing employee from all relevant internal systems.



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- Working closely with People Advisor when updating and maintaining people systems, records and reports with accurate employee data as needed
- Supporting people priority projects with any administrative activity
- Ensuring that the end-to-end people process always supports a positive employee experience.
- Following existing people processes accurately and challenging these for ongoing efficiencies.

General Administrative and Operational Support (50%)

Assists with meeting management, minute-taking and regular administrative tasks for the Directors and the team as a whole by:

- Scheduling and managing all requirements for regular internal meetings including: management meetings, board meetings, social impact advisory board meetings, etc.
- Ensuring agendas, papers and presentations are prepared and/or received for meetings and briefing Directors in advance where necessary
- Taking detailed minutes and accurately capturing action points, producing high-quality end products, circulating to attendees and following up on actions
- Supporting the Operations Manager and Finance Manager with a variety of administrative tasks relating to finance, governance, compliance and general operations
- Booking meetings and coordinating travel requirements for national and international travel, once resumed
- Managing the hello@awo.agency general email inbox, forwarding enquiries to the right team member and facilitating responses
- Liaising with clients and suppliers, assisting with placing orders for office equipment, stationery, tracking packages, etc.
- Monitoring the recruitment@awo.agency email inbox, forwarding communications to appropriate team member
- Converting and formatting documents into AWO house-style.
- Researching bespoke tasks and queries as required

Person Specification

We are looking for someone who enjoys supporting others in an administrative role and is happy to get involved in a wide variety of people and operations-related tasks. This role will require flexibility, a keen eye for detail, and a team player.

Skills, Qualifications and Experience

- Significant previous office experience in high-support function
- A commitment to people work, as evidenced by professional training or experience



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- Experience working in matrix environment, reporting to multiple parties depending on the task
- Excellent IT skills and ability to pick up new technologies and systems quickly
- Excellent communication skills across geographical locations
- Experience working with diverse and/or remote teams; understanding of nature of remote work environment

Behaviours and Competencies

- High level of accuracy and attention to detail
- Ability to undertake a wide range and variety of tasks with conflicting deadlines and manage changing priorities
- A proactive approach to providing administrative and organisational support and the ability to work using initiative
- Ability to respond to feedback directly and efficiently
- Comfort and desire to work from home
- Sensitivity and discretion to handling confidential information
- Keen to learn, develop and get involved in a wide range of tasks
- Affinity for AWO's mission and approach to technology and policy

