

JOB DESCRIPTION			
Job title	Operations Administrator	Department	Nuffield FJO
Job holder	Vacancy	Reports to	Executive Coordinator
Job type	Permanent, Full Time (will consider part time working)	Date created:	February 2025
Job aim	To ensure the efficient functioning of the Nuffield Family Justice Observatory by providing administrative support to the team. This involves close working with the Executive Coordinator to manage administrative processes.		
Relationships	The role will build strong relationships with the Nuffield Foundation’s HR, Finance and IT functions to help ensure shared processes are administered. Additionally, the Operations Administrator work closely with staff across Nuffield FJO team, making sure it is a collaborative and supportive place to work.		
Key responsibilities: Including but not limited to			
1. Operations and Administration			
	To provide administrative support to the Executive Coordinator and wider Nuffield FJO team. Including: <ul style="list-style-type: none"><li>Act as a first point on contact on matters of administration and operation for the Nuffield FJO team, supporting them to work efficiently and effectively, escalating to the Executive Coordinator as required.</li><li>Act as the first point of contact for the Nuffield Family Justice Observatory for general external enquiries (including from members of the public via the generic FJO email address).</li><li>To provide support for Nuffield FJO team meetings, taking notes and ensuring agreed actions are followed up on.</li><li>Maintain Nuffield FJO’s electronic filing structure (SharePoint) and Microsoft Teams structure. Make sure they are both up-to-date and easily to navigate.</li><li>Spot opportunities to improve administrative and office systems across Nuffield FJO, to ensure smooth running and excellent communication.</li></ul>		
2. Information management			
	<ul style="list-style-type: none"><li>Maintain our contact database with GDPR compliance, and in particular: collect and coordinate contact data across the team’s activities, including events, research projects, meetings, workshops, collaborations, etc., and liaise with Nuffield Foundation to ensure compliance with cross-organisational policies and Salesforce protocol.</li><li>Oversee, manage and maintain NFJO’s Impact Tracker in order to contribute to impact reporting, especially with regards to meetings, events and related feedback, and assist in the creation of quarterly reports for the Nuffield FJO Board.</li><li>Code, process and maintain records of invoices and expenses (Note: financial accounting and payroll are managed by the Nuffield Foundation finance team).</li></ul>		

	<ul style="list-style-type: none"> <li>▪ Work closely with the Nuffield Foundation's IT team to escalate issues and help to ensure Nuffield Foundation processes are followed.</li> </ul>
<b>3. Scheduling and events</b>	
	<ul style="list-style-type: none"> <li>▪ Manage internal and external event bookings on behalf of the team, including logistics, travel bookings, AV, catering etc.</li> <li>▪ Work with the Nuffield Foundation Front of House team to ensure a good flow of information in regard to internal events and meetings and office matters.</li> <li>▪ Arrange room bookings and catering for NFJO Board meetings and take minutes of meetings</li> <li>▪ Provide support to the team with diary management, where required (liaison with stakeholders to arrange meetings, room bookings etc).</li> <li>▪ Assist with running Nuffield FJO events by supporting the Executive Coordinator with event preparation and delivery.</li> </ul>
<b>4. Other</b>	
	<ul style="list-style-type: none"> <li>▪ The above list of key responsibilities and associated activities is not exhaustive. It may be necessary to carry out other work within the scope of the role, as reasonably requested.</li> </ul>

PERSON SPECIFICATION		Essential (E), Highly Desirable (HD) Desirable (D)
<b>Experience of:</b>		
Working as an Administrator or at a similar level ideally within a small team supporting multiple people		E
Managing a complex diary and workload, prioritising tasks		E
Working in a fast-paced environment with both internal and external stakeholders		E
Minute taking		E
Using a contact database/CRM (ideally Salesforce)		HD
Events Management		HD
Working in a grant making or charitable organisation		D
<b>Knowledge and Skills</b>		
Excellent organisational skills, ability to work flexibly, juggling priorities		E
An eye for detail and the bigger picture		E
Excellent communication skills and ability to deliver messages both written and verbal to a wide variety of stakeholders		E
The ability to work to a high level of detail and accuracy, without supervision		E
An understanding of equity, diversity and inclusion in the workplace		E
High-level IT skills (including Word, Excel, PowerPoint and Outlook)		E
Project management skills		HD
Ability to spot opportunities for improvements in processes and ways of doing things		D
<b>Personal Qualities</b>		
Flexible and open in approach		E
The ability to work to deadlines, managing peaks and troughs of work		E
A naturally proactive approach to problem solving		E
The ability to take initiative and work independently when required		E

Methodical and well organised	E
Collaborative, with a willingness to help out as needed	E
Tact, discretion and ability to maintain confidentiality and deal with sensitive issues.	E
Excellent people skills: approachable; ability to develop positive relationships with colleagues, Trustees, all stakeholders etc at all levels	E
An interest in children and families and the mission of the organisation	E
Strong interpersonal skills and emotional intelligence	E