

## JOB DESCRIPTION

Job Title: Operations Manager

Employer: Citizens Online

Salary: £30,000 (FTE)

Hours: 30 hrs per week (can be over 4 or 5 days)

Contract: Permanent

Location: The role is home based

Annual Leave: 25 days + public holidays + discretionary Christmas shutdown

Requirements: The role is subject to DBS clearance. Applicants must have the right to work in the UK.

## ABOUT CITIZENS ONLINE

Citizens Online is a UK digital inclusion charity, established in 2000. Our aim is to ensure that no one is left behind in the digital world in which we live. Living during lockdown has demonstrated to everyone how important digital skills and technology are to make our lives easier, but there are 9 million adults in the UK who can't use the internet

The people are likely to be digitally excluded are older, on a low income, disabled or with low educational attainment. We want to bridge the digital divide and help everyone to use the internet confidently and safely.

Our key values underpin everything we do:

- Independence - we act with honesty, integrity and fairness to earn the trust of those that we work with both internally and externally
- Collaboration - we encourage creativity and better communication through our supportive culture which values knowledge sharing, learning and working together to achieve the best that we can
- Innovation - we're an innovative and forward thinking organisation with an open and collaborative culture. We embrace change, new technologies and better ways of working in everything we do, from service delivery to our internal processes
- Quality - we empower individuals to take initiative and responsibility to achieve the best results they can within time and budget

## JOB PURPOSE

To provide operational management and support in the areas of IT, HR, finance and administration to the small Citizens Online team. Oversee the daily workings of the organisation operations. Plan, manage, implement and deliver activities and projects to ensure the effective, safe and legal operation and governance of the organisation, to a high quality standard. We are a small team and although the day to day role is varied no individual activity is too large, and some are once a year only requirements.

## RESPONSIBILITIES

### IT & Phones

- Manage day to day activities with outsourced IT support provider, including contract administration, ensuring safety, security and compliance of equipment and software
- Manage mobile phone and data contracts, ensuring efficient use of resources
- Manage office equipment and maintain logs and records of IT equipment and contracts
- In collaboration with Digital Champion Coordinators, maintain logs and records of IT equipment used, loaned and donated out as part of projects
- Manage IT policies and accreditations e.g. Cyber Essentials
- Manage company operating platforms e.g. SharePoint, Trello, Breathe HR, ExpenseIn, CRM, website hosting contracts

### Human Resources & Equalities & Wellbeing

- Provide basic HR and payroll guidance and support to employees
- Responsible for administration of payroll and staff benefits e.g. pension, holidays, in collaboration with outsourced payroll provider
- Maintain staff records
- Manage business policies and procedures, review and implementation including Staff Handbook
- Manage core training programme for staff including induction, Data Protection, H&S and Safeguarding
- Support the business with recruitment, advertising, induction and training
- Responsible for on-boarding process for new staff including DBS / PVG Checks system for staff and volunteers
- Develop and champion EDI (Equality, Diversity & Inclusion) policies and programs

### Finance & Administration

- Liaison with outsourced bookkeeping service to manage processing of:
  - Purchase invoices and other payments
  - Sales invoices and accounts receivable
  - Payroll processing
- Manage post, stationery and archiving systems
- Research and purchase materials and services required for business operations including telecommunications and information systems, ensuring cost effective and sustainable procurement options for purchases
- Negotiate with suppliers to achieve savings and quality service improvements
- Maintain contracts log
- Administer Gift Aid and other giving and grant programs

### Governance & Health & Safety

- Ensure corporate governance systems are in place including; statutory record keeping, insurance, Companies House and Charities Commission requirements / returns
- Act as the Information Officer and manage GDPR processes and Freedom of Information enquiries
- Be the designated organisational health and safety representative
- Ensure statutory level of health and safety roles are appointed to and staff trained
- Ensure Electrical Safety of equipment is managed across projects

### Other duties

- Keep abreast of developments and trends around social inclusion / digital inclusion
- Secretariat meetings, and assist with co-ordinating meetings and calls as necessary.
- Assist with other duties as required by Citizens Online

## PERSON SPECIFICATION

### Essential

1. At least 3 years' experience of similar administrative role to include finance, IT and HR support
2. Outstanding organisational and administrative skills including record keeping
3. Excellent communication skills including; face to face, over the telephone and digitally with staff team, trustees, service users and external agencies
4. IT skills in MS Office software and other systems
5. Adapt at building and maintaining good relationships with internal and external stakeholders
6. Ability to prioritise work on own initiative and as part of a team
7. An understanding of and sensitivity to the barriers experienced by members of excluded groups
8. Enthusiasm about digital skills, tools and services. Confident in what you know and excited about learning new things on the go, as needed
9. Able and willing to work remotely, with occasional UK travel

### Desirable

10. Experience working in the area of digital exclusion
11. Experience in marketing support and social media

## HOW TO APPLY

Please send a **covering letter (max 600 words)**, demonstrating how you meet the experience and skills outlined above. Please reference the criteria 1-11 in your covering letter. Please also include your **current CV (no more than 2 pages)**. Applications close at 9am on Monday 11 July 2022.

Interviews will take place online on Wednesday 13 and Thursday 14 July 2022.

Please email these documents [rebecca.leece@citizenonline.org.uk](mailto:rebecca.leece@citizenonline.org.uk) no later than 9am Monday 11 July 2022. You can also contact us on 0808 196 5883 if you have any questions about the role. **We request no contact from recruitment agencies about this role.**