**Operations Assistant**

**Location: London**

**Department: Finance & Operations**

**Hours: Part time (17.5hrs/week, 3.5 hours per day Mon - Fri)**

**Salary: £21,000 - £24,000 per annum (pro rata)**

**Reports to: Head of HR & Operations**

**About Into Film**

Into Film is an education charity that puts film at the heart of children and young people’s educational, cultural and personal development. Over half of UK schools engage with our programme of film clubs, special cinema screenings, and resources and training to support classroom teaching. Alongside rich online content for young audiences, this provides 5-19 year olds with inspiring opportunities to learn about and with film, and develop a passion for cinema.

**Role Summary**

The main function of the Operations Assistant role is to act as the first point of contact for visitors and callers to the office, and to provide administrative support to the Finance and Operations team. Key tasks include ensuring that kitchen and office supplies are adequate and that the office environment is maintained; liaising with external contractors where necessary; ensuring that calls are answered and that the post is franked and ready for collection. Finance administrative support duties will include including invoice preparation and data entry.

**Main Responsibilities:**

* Ensuring that the office is open by 8.30am daily, staffing the reception desk and undertaking all front of house duties including answering and directing calls, taking messages and receiving guests and visitors in a friendly and welcoming manner; dealing with enquiries from members of the public, funders, club leaders, staff and suppliers;
* Managing supplies of office stationery, postal supplies and other materials, responsibility for a small petty cash float;
* Having an awareness of and proactively leading on maintaining a fully functioning office environment; calling and liaising with external contractors and engineers as necessary under the direction of the Head of HR & Operations and the IT Manager; ensuring that the office environment is clean, tidy and safe;
* Keeping an up-to-date list of trained fire wardens and first aiders and to be shared/ displayed and updated as required;
* Keeping the staff kitchen supplied with refreshments, and loading and unloading the dishwasher as necessary; responsibility for maximising office environmental efficiency, encouraging recycling and efficient use of resource initiatives;
* Booking travel and hotels for team members as and when necessary, and arranging cars, couriers, deliveries etc.;
* Organising internal meetings and managing calendars for meeting rooms, including setting up the rooms in readiness for the meetings and clearing them down immediately afterwards, where necessary providing refreshments and organising external catering for meetings.;
* Matching, coding and batching invoices in preparation for authorisation under the direction of the Finance Coordinator.

**General Responsibilities:**

* Commitment to quality internally and in all dealings with the public, members, teachers, children and young people, partners, funders, supporters etc.
* Contribute to the regular monitoring and evaluation of the Into Film’s work as required
* Commitment to equality of opportunity in line with Into Film’s Equal Opportunities Policy
* Any other reasonable duties assigned by Into Film

**Person Specification:**

**Essential:**

* Previous reception and office administration experience, including familiarity with office equipment and Microsoft software, calendar and float management
* Maturity and foresight, ensuring that adequate planning and awareness of the office environment and associated health and safety issues are at all times addressed and planned in a timely manner (annual fire extinguisher checks, office supplies, preparing meeting rooms)
* Experience of troubleshooting office environment issues and, where necessary, liaison with external contractors
* Ability to multi task methodically and calmly, working to deadline in a limited timeframe
* Knowledge of the application of best environmental practices, or a willingness to learn and take on the role of ambassador in relation to reducing Into Film’s resource consumption and its associated environmental impact
* Experience of accounts administrative support
* A professional, polite, welcoming and friendly manner

**Desirable:**

* Current knowledge of the Microsoft Office for Mac suite, in particular Excel
* Previous office management experience

All employees regularly working with children will be required to undertake an enhanced DBS check (and/or Access NI check or Disclosure Scotland check, depending on working location).

Please note that job descriptions are likely to evolve and change as the new organisational structure embeds and the organisation develops.