

Our Mission

Mission: We are passionate about the transformative power of training, promoting equity of learning through expert, tailored, engaging and values-led training solutions.

Vision: We want to lead the way in revolutionising frontline services, through collaboration and community, to create a national standard of high-quality values-led training.

Our Values

Integrity | Excellence | Fairness | Collaboration | Innovation

Role Details

Job Title	Operations Administrator		
Report to:	Operations Manager		
Weekly Hours	40	Salary	£27,976 - £28,288
Job Type	Permanent	Location	Hybrid - York base and flexible remote working

Main Duties

Job Overview

The Operations Administrator is responsible for providing administrative, operational and customer support to help ensure the smooth running of the organisation.

Working across multiple areas of the business, the role combines administration, customer service, sales support and creative business support activities. The Operations Administrator will support the delivery of projects, programmes and services through effective administration, management of enquiries, creation of marketing and customer-facing materials, maintenance of organisational systems and records, and the production of high-quality documentation and resources.

The role requires a proactive, organised and creative individual with excellent attention to detail, strong communication skills and a keen eye for design and presentation. The postholder will develop a strong understanding of the organisation's services, programmes, values and brand to effectively support colleagues, customers and stakeholders.

Key Responsibilities

Administration & Operations

- Provide high-quality administrative support across the organisation.
- Maintain accurate records, databases, systems and documentation.
- Support the planning and delivery of projects, programmes, meetings and events.
- Monitor actions and tasks, helping to ensure deadlines are met and work progresses effectively.
- Support colleagues with a range of operational and administrative activities.
- Identify opportunities to improve systems, processes and ways of working.
- Undertake general administrative duties to support the day-to-day running of the organisation.

Marketing, Design & Communications

- Create and update a range of marketing and customer-facing materials, including presentations, leaflets, brochures, social media graphics and digital resources.
- Use Canva and other tools to produce professional, visually engaging and on-brand materials.
- Work closely with the marketing team to support campaigns, promotional activity and organisational communications.
- Apply organisational branding consistently across all materials.
- Review and improve the visual presentation, formatting and usability of documents and resources.
- Contribute creative ideas for marketing, communications and customer engagement activities.
- Support content updates across digital platforms and communication channels where required.

Enquiries & Sales Support

- Act as a first point of contact for enquiries from prospective clients, learners, facilitators and partners.
- Respond to enquiries professionally, confidently and in a timely manner.
- Develop a strong understanding of the organisation's programmes and services in order to provide accurate information and support.
- Support the early stages of the sales process, including managing enquiries, following up leads and maintaining accurate records.
- Build positive relationships with customers and stakeholders.
- Help ensure all enquiries receive a professional and positive experience.

Quality Assurance

- Proofread, format and quality-check documents, presentations, resources and communications.
- Ensure all work is accurate, professional and aligned with organisational standards.
- Maintain consistency in branding, formatting and presentation.
- Take ownership of work and ensure tasks are completed to a high standard.
- Support continuous improvement through careful attention to detail and quality.

Note: This job description is not exhaustive and may be subject to change as the needs of the organisation evolve.

Person Specification

Essential Knowledge, Skills and Experience

- Experience in an administrative, business support, customer service or similar role.
- Excellent organisational and time management skills.
- Strong attention to detail and accuracy.
- Strong proofreading and document formatting skills.
- Experience creating professional materials using Canva or similar design software.
- A keen eye for design, layout, branding and visual presentation.
- Ability to translate information into engaging and accessible materials.
- Excellent written and verbal communication skills.
- Strong IT skills, including Microsoft 365.
- Experience managing multiple priorities and meeting deadlines.
- Experience communicating professionally with customers, clients or stakeholders.

Desirable Experience and Skills

- Experience supporting marketing, communications or social media activity.
- Experience responding to sales enquiries or supporting business development activity.
- Experience updating websites or digital content.
- Experience working within training, education, learning and development or professional services.
- Experience using CRM or customer management systems.

Personal Qualities

- Friendly, approachable and professional.
- Creative and able to contribute ideas and solutions.

- Proactive and self-motivated.
- Confident communicating with a wide range of people.
- Able to build positive relationships with colleagues, customers and stakeholders.
- Takes ownership of tasks and sees them through to completion.
- Able to work independently whilst contributing positively to a team.
- Committed to producing high-quality work.
- Flexible and adaptable in response to changing priorities.
- Interested in understanding and promoting the organisation's services, values and mission.
- Able to balance creativity with excellent attention to detail.