

Job description: Operations and ICT Officer

Duration: Temporary - Full-time; 37.5 hours per week

Salary: £28,000 (O3)

Location: London Hub (Westminster) – office based-role with some flexibility to work from home

Reporting to: ICT Manager

Department: Charity Services

Key working relationships: Charity Services/ cross directorate collaboration/ external consultants/ suppliers

Purpose of the job

Supporting the day-to-day smooth operations of the charity digital workplace governance, operations and digital technology. This role will also be responsible for managing the day to day activities and smooth running of the London Hub office.

Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported, and that provision is youth-led, evidence-informed and delivers high-quality outcomes.

UK Youth plays a unique role in addressing: the lack of investment in the youth sector; the lack of cross sector understanding in how youth work makes a difference; and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people. To find more about us and how we make an impact, please visit [UK Youth website](#).

Key responsibilities

- Overseeing the day-to-day activities of the office and supporting the office culture
- Keeping the office organised
- Front of house reception and telephone
- Maintaining office supplies
- Dealing with incoming and outgoing post
- Liaise with building management and other third parties
- Manage health and safety within the office
- Provide basic internal IT Support, overseeing both inbound and outbound deliveries of IT equipment, maintaining an up-to-date accurate equipment tracker, assist, to the best of your ability in maintaining returned IT equipment
- Any ad-hoc administrative/ office duties as required by the needs of the charity
- Supporting the ICT Manager and other colleagues with a range of other tasks

Values and Behaviours

All staff at UK Youth will demonstrate their commitment to our vision and values to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds an understanding of equity, diversity and an inclusive culture
- Able to provide detailed feedback to direct reports on performance and development areas
- Able to mentor and develop skills in others
- Able to support others to learn from mistakes and support wellbeing
- Able to delegate work effectively and provide practical support

Person specification: Operations Manager

Experience

- Managing an office environment
- Supporting managers from across a business on a range of tasks
- Supporting basic ICT requests
- Working on a temporary contract with the expectation to deliver from the start of the contract

Personal qualities

- A driven, motivated attitude with the ability to use your own initiative
- Able to prioritise tasks and follow them through
- Reliability and discretion
- Friendly and approachable
- Team player
- Able to multi-task
- Keen attention to detail
- Strong organisation and time management
- Communication and relationship building
- Ability to work under pressure

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.



This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.