

Operations Officer (12 months, fixed-term)

Job description

Support our teams by developing efficient operational processes, while giving employees a positive experience of work so they can help our partners realise their potential.

Job Title	Operations Officer
Reports To	Director of Operations
Salary	£29,800 - £33,826 (Grades O1 – O4) dependent on experience, plus flexible benefits allowance, learning and development budget and eligibility for employee ownership award.
Contract	Fixed term - initially for 12 months. Full-time/Part-time, we would be happy to discuss flexible working options.
Benefits	We have a generous employee benefits package that aims to ensure colleagues feel trusted, feel ownership of our business, are connected to one another and can be personally and professionally fulfilled, and healthy. This includes; flexible working, profit share, regular training, individual professional development budget and leave allowance and access to mental health support amongst a range of other employee benefits and practices.
Based	Leeds, hybrid or work from home. We also have offices in London. We are happy to support predominantly remote or office-based working and have team members working across the UK. Travel to ImpactEd Group HQ (London) and to team residential events (nationally) may be required, but all travel costs are repaid.
Start Date	As soon as possible
Deadline	Sunday 15th September at 23:59. Interviews will take place in the week commencing 26 th September.
Application	Please apply by uploading your CV and completing 4 work scenario questions here

The Organisation

ImpactEd Group supports education and purpose-driven organisations to maximise and realise their potential. The Group does this by helping its partners to be consistently impactful and operationally sustainable. ImpactEd Group is made up of ImpactEd Consulting and its specialist practices, ImpactEd Evaluation and ImpactEd Philanthropy. The Engagement Platform (TEP) is incubated within the Group. Drawing on domain expertise and technical skill, ImpactEd Group aims to be the first port of call for leaders across the system.

- ImpactEd Consulting offers strategic and operational support for its partners, to address challenges and underpin carefully managed growth.
- ImpactEd Evaluation works with schools and organisations, such as multi-academy trusts and education organisations, to analyse the impact of programmes and interventions to help partners do more of what works and less of what doesn't.
- ImpactEd Philanthropy works with partners to achieve their fundraising and giving aims.
- The Engagement Platform (TEP) measures school engagement, to improve outcomes and support the development of sustainable working cultures.

The Opportunity

The role sits within our small Operations team who work cross-organisationally and manage a number of key organisational processes such as employee engagement and learning and development, through to compliance and HR service management. The Operations Officer would play an important role in supporting the development of the operations and people functions for a growing company of nearly 40 employees, in-line with our company strategy.

This role is an opportunity for someone who is comfortable operating as an organisational generalist and would be excited by having a broad exposure to a range of responsibilities across a fast-growing social enterprise. Within Operations you will work with the team to develop and support our employee engagement initiatives, including the implementation of our learning and development pathways and Equality, Diversity and Inclusion action plan. You will also work closely with our Director of Operations to support employees across the organisation to be successful in their roles, for example advising them on their operational queries or organising compliance training, as well as supporting our whole Company offsite programme (which happens three times a year).

In addition to employee engagement, you will manage the people systems and services we use to ensure they are being used efficiently, as well as supporting with compliance tasks.

This role would suit someone who enjoys being in the micro-detail of organisational operations, whilst having the opportunity to work on larger cross-organisational operations and people projects. This is a fixed term maternity cover position for an initial 12 months, with the opportunity for this role to be made permanent depending on business need.

Employee Engagement	<p>You will have a wide range of responsibilities including supporting the Director of Operations to roll out new employee engagement initiatives, including those related to our new strategy and learning and development pathways. You will also support the role out of our new employee benefits offering which promotes trust, ownership and health & fulfilment for our employees.</p> <p>You will also manage the hiring and onboarding process for new members of the team which includes managing our Applied recruitment platform, advertising new roles on relevant job boards, organising interviews and organising the onboarding and central company induction of new hires.</p> <p>You will be one of the 'go-to' people in the organisation for employee queries and will hold important employee engagement meetings such as annual stay interviews, risk assessments and exit interviews.</p>
Systems, services and compliance	<p>You will oversee our systems and services across ImpactEd Group and ensure these are being used effectively. This includes consolidating services and promoting best practice. You will support employees with using the Microsoft 365 suite, providing advice and guidance where needed.</p> <p>You will also support the Director of Operations to ensure our organisation is meeting its compliance obligations in areas such as cyber security and data protection.</p>
Wider responsibilities	<p>As part of a small, focused team, you'll be expected to contribute to a wide range of tasks within and beyond the Operations team which may include supporting the finance team, supporting with wider team tech requests and where needed, supporting with social media scheduling or events planning. You will co-ordinate the cross-organisational calendar and organise key organisational events, including our offsites.</p>

About You

We are looking for some of the following attributes. As this is a generalist role, you might be more experienced in some areas than others. We would encourage you to apply if you meet some but not all of the attributes below:

- ▶ Experience of effective project management (Important)
- ▶ Experience of diary and organisational process management (Important)
- ▶ Interest or experience of supporting implementation of systems/services in an organisation (Desirable)
- ▶ Interest or experience with employee engagement (Desirable)

As well as this, you are likely to be most successful in the role if you:

- ▶ Have exceptional attention to detail and enjoy setting up and working to clear processes
- ▶ Communicate clearly and persuasively, both written and verbally
- ▶ Can create strong working relationships both within, and beyond, your own team
- ▶ Share our intellectual curiosity and desire to learn rapidly

Why Us?

As an organisation we care deeply about creating a meaningful place to work and supporting people to grow personally and professionally. These are reflected in [our organisational values](#) and our commitments to:

- ▶ Agile and flexible working: responsive management, flexible hours, hybrid or fully remote working
- ▶ Personal excellence: we invest significantly in professional development, including an individual CPD budget, and formal and informal training and support
- ▶ Mental health and wellbeing: access to health and wellbeing advice and free therapist support.

Diversity and inclusion at ImpactEd Group

As a growing organisation we are committed to:

- ▶ Becoming increasingly representative of the sector and geographies that we operate in
- ▶ Providing a positive experience of work as part of an inclusive culture led by our organisational values
- ▶ Maintaining an EDI action plan - led by the internal team and supported by a Board sponsor.

What to expect from the recruitment process:

- ▶ We use a recruitment system, Applied, which debiases the recruitment process and all applications are anonymised until the point of interview. We implement a standardised interview template and competencies matrix.