

Operations Administrator

Main Purpose of the Role

As Operations Administrator, you will support the CEO and Client Relationship Manager in the day-to-day running of the business. This is a key role within the organisation, acting as the first point of contact for BID levy payers while providing essential administrative support across a range of operational activities.

You will help ensure the smooth and efficient running of the office, support the delivery of BID events and projects, and maintain high standards of communication, organisation, and customer service.

Hours

Part-time: 16 hours per week

Reporting Structure

Reports to: CEO

Key Responsibilities

- Ensure the smooth day-to-day running of a busy office environment
- Provide administrative support to the CEO and Client Relationship Manager
- Monitor and distribute weekly and monthly communications to BID levy payers
- Support the planning and delivery of BID events and activities
- Maintain accurate BID levy payer databases as directed by the Client Relationship Manager
- Input and manage business data accurately and efficiently
- Manage shared office email accounts and respond to enquiries professionally
- Update and maintain the website directory
- Collate and manage event documentation, including risk assessments, insurance certificates, and liability documentation
- Maintain and update the New Business Pack
- Manage office supplies and stationery requirements
- Support GDPR compliance and ensure the secure handling of data
- Support health and safety compliance both within and outside the office
- Handle telephone enquiries professionally and efficiently
- Coordinate and book events and meetings
- Maintain organised contract records and monitor renewal/update requirements

- Arrange meeting venues and take minutes at key meetings
- Provide support for ad hoc BID projects and initiatives as required

Person Specification

Core Behaviours

The successful candidate will demonstrate:

- A self-motivated and proactive approach, with the ability to work independently and use initiative
- Excellent interpersonal and communication skills, both written and verbal
- Strong customer service skills, with the ability to manage difficult conversations professionally and confidently
- Excellent listening skills and a calm, professional manner
- The ability to prioritise workloads and manage interruptions effectively
- High attention to detail and pride in producing accurate work
- Strong organisational skills and the ability to work in a structured way to meet deadlines

Experience

Essential:

- Previous administrative experience
- Experience in a customer-facing or public-facing role
- Good working knowledge of Microsoft Office Suite

Desirable:

- Experience using graphic design software such as Canva
- Experience using WordPress or other website management platforms

Qualifications

- **Level 2 qualification (or equivalent) in English and Maths**

Why Join Us?

This is an opportunity to play a key role in a small, collaborative team where your contribution will have a direct impact on the success of the organisation and the local BID community.