

# OXFORD UNITED IN THE COMMUNITY



## **Job Title: Operations Administrator**

**Reporting to: Senior Management**

**Location: Hybrid – official base Oxford United FC Training Ground, Oxford Sports Park, Horspath Road, Oxford OX4 2RR and part home-based work if desired. (4 days in office / 1 from home).**

**Salary: £26,000 - £32,000 per annum DOE (Permanent contract, subject to annual performance review).**

**Hours of work: 40 hours per week excluding lunch breaks (please note the role may require some evening and weekend working including home match days as required).**

### **Introduction:**

Oxford United in the Community (OUitC) is the official charity of Oxford United Football Club (OUFC).

Independent but closely linked, OUitC has launched an exciting new strategy to grow the impact of the charity and OUFC's brand using the power of football.

Whilst our work has traditionally focused on younger children in primary schools via Football in the Community programmes, our new strategy "Oxfordshire – A Community United" means we are extending that focus, working to support all of the community across Oxfordshire "aged from 2 to 92" with a more "place-based" approach.

To continue to achieve the growth linked to this strategy, the charity is looking to strengthen the Operations Support for the team and external partners, stakeholders, and customers, by appointing an Operations Administrator.

The Operations Support function helps to design, implement, develop and run the necessary operational and administrative systems which allow the charity to deliver a range of services, generate income and raise funds, interact with all partners and stakeholders and to help ensure efficient and compliant operational activities.

### **Role Purpose:**

*Are you a strong operational and administrative 'all-rounder' with a passion to help our team to grow OUitC's impact across Oxfordshire? If so, we want to hear from you!*

The Operations Administrator will support with operational tasks across all OUitC programmes and activities. With plans to increase numbers of staff and programmes, this role will bolster OUitC's administrative and operational capacity, which will provide much needed support to the day-to-day running of the charity as well as crucial assistance to projects and programmes.

The Operations Administrator will report to the Senior Management Team, providing general administrative support to them and the wider delivery team. The postholder will answer phone calls, take messages, deal with enquiries, and undertake minute taking in meetings.

You will be the point of contact for OUIc and support with the planning, organisation and delivery of programmes and matchday activities and liaise with all appropriate staff in relation to each. You will also keep staff, volunteers and board members informed of the progress of programme planning and management.

You will also provide excellent customer service, maintaining positive and productive working relationships with all internal and external stakeholders, contractors, suppliers and agencies.

The successful candidate will have experience working in a similar role (e.g. Administrative Assistant or Office Manager). You will have a high level of IT literacy and proficiency in Microsoft Office, Outlook and other related computer packages. You will be a highly organised problem solver, with the ability to work under pressure and to tight deadlines. You will have excellent verbal and written communication skills. You will be a team player, while also able to work on your own initiative. You will have a thorough approach to tasks, with an eye for detail.

Desired experience the successful candidate will have is working within a charitable organisation, managing diaries and experience or an understanding of how to use CRM systems and/or other digital marketing tools.

### **Main Roles and Responsibilities:**

The key aspect of the role is to provide of layer of day-to-day support for the OUIc operational team and to work with them to successfully implement, deliver and grow OUIc's programmes, courses, and services;

Operational duties include:

- Programme venue and staff management, planning and logistics.
- Programme data collection and partner reporting, such as number of participants and hours of delivery across the charity, collating data and report submissions, liaising with delivery partners, requesting reporting information.
- Ensuring all programmes are running as expected - delivery on track to objectives / dates / staffing / compliance / reporting / stakeholder engagement.
- Plan and keep ahead of the game - ensure the team are ready for operational delivery cycles.
- Managing the team calendars and rotas to ensure programmes are adequately staffed, including OUIc home matches.
- Updating and maintaining records on online databases.

Administrative duties include:

- Acting as the primary point of contact for OUIc both externally with queries and enquiries and internally within the team and with our key stakeholders including OUIc, answering queries and dealing with tasks independently without necessarily needing to refer to Senior Management.
- Calendar management and arranging internal and external meetings, booking meeting rooms / venues where necessary and assisting with Zoom setup for online meetings.
- Minute taking from meetings, ensuring all action points are logged and progressed prior to next meeting.
- Administration tasks around other OUIc services, for example matchday planning, ensuring our team have everything they need to deliver mascot and group packages.
- General day to day administrative duties such as purchasing stationary and equipment.
- Entering financial data on Xero, our financial reporting system - raising invoices, inputting bills and expenses and sourcing receipts and paperwork where necessary.
- Ensuring all payments due are made in a timely manner, liaising with Senior Management where sign-off is needed and chasing external payments as required.

*This is not an exhaustive list, but examples of some of the key tasks required. If you are a strong administrative 'all-rounder' wanting to join us in using the power of football to positively impact peoples lives, and you don't have experience in all of the tasks above, we would still love to hear from you.*

## Skills / Abilities Required:

The role would suit an Administrator with at least 2 years' experience of working in a similar role in a fast-paced environment.

### Essential Skills:

- Strong experience of office administration / management.
- Good communicator - confident and articulate via phone, email and in meetings.
- A well-organised operational multitasker with high attention to detail.
- Able to work as part of a small team, some of whom are remote workers.
- Flexibility and ability to work under own initiative.
- Numerate with an understanding of financial procedures.
- Competent in all MS Office products.

### Desirable Skills:

- Experience within a fast placed not for profit/charity sector organisation and a familiarity with the sector would be advantageous.
- Working knowledge of financial reporting and forecasting.
- Competent across social media platforms.
- Basic knowledge of digital marketing and/or email platforms such as Canva and MailChimp
- Knowledge of Oxfordshire as a County.

## How to Apply:

**Please submit your CV and a short covering letter describing how you think your skills and experience are relevant to this role to [communityrecruitment@oufc.co.uk](mailto:communityrecruitment@oufc.co.uk) by Tuesday 14<sup>th</sup> November 2023, however please apply as soon as possible as we will be reviewing applications as they are received and may close the post earlier if we receive a high level of suitable applicants to interview.**

Please note that if you have not heard from us by Friday 17<sup>th</sup> November then unfortunately your application has not been successful on this occasion.

*Please note that the appointment of the successful candidate will be subject to standard preemployment screening, as applicable to the post. This will include right-to-work, proof of identity, Disclosure and Barring Service (DBS), and references.*

*Please note that any personal data submitted to the charity as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. The charity's Policy on Data Protection is available on request.*

*Entry into employment with the charity and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.*

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