

## Operations Assistant

<b>Location:</b>	<b>Into Film HQ, London N1 8DU</b>
<b>Department:</b>	<b>Finance &amp; Operations</b>
<b>Hours:</b>	<b>Full Time (35 hours per week)</b>
<b>Reports to:</b>	<b>Executive &amp; Operations Manager</b>

### About Into Film

Into Film is an education charity that puts film at the heart of children and young people's educational, cultural and personal development. Over half of UK schools engage with our programme of film clubs, special cinema screenings, and resources and training to support classroom teaching. Alongside rich online content for young audiences, this provides 5-19-year olds with inspiring opportunities to learn about and with film and develop a passion for cinema.

### Role Summary

The main function of the Operations Assistant role is to act as the first point of contact for visitors and callers to the office, and to provide administrative support to the Finance and Operations team. Key tasks include ensuring that the physical office environment is maintained and to provide support to ensure that remote working is facilitated where required; liaising with external contractors where necessary; ensuring that calls are answered and that the post is franked and ready for collection.

Alongside providing general day-to-day administrative assistance to the Executive & Operations Manager ('EOM') in ensuring that the Chief Executive ('CEO'), the Executive and the wider leadership team are fully supported, including deputising for the Executive & Operations Manager in their absence and supporting as required on an ad hoc basis, the post is also key to supporting the Finance team through providing administrative support on an ad hoc basis.

### Main Responsibilities:

- Ensuring that the office is open by 8.00am daily, staffing the reception desk and undertaking all front of house duties including answering and directing calls, taking messages and receiving guests and visitors in a friendly and welcoming manner; dealing with enquiries from members of the public, funders, club leaders, staff and suppliers.
- Having an awareness of health and safety legislation and proactively leading on maintaining a fully functioning office environment, including ensuring that the premises operate to a COVID-safe compliant standard; calling and liaising with external contractors and engineers as necessary under the direction of the EOM; ensuring that the office environment is clean, tidy and maintains the necessary levels of stationery, postal and kitchen supplies and other materials.
- Responsibility for maximising office environmental efficiency, encouraging recycling and efficient use of resource initiatives; ambassador for and driver of the Green Team.
- Undertaking and maintaining current fire warden, health and safety and first aid training, and maintaining an up-to-date list of the organisation's trained fire wardens and first aiders; ensuring legal compliance is observed by sharing, displaying and updating this information throughout the organisation's offices nationally.
- Giving support to the EOM with event organisation and, in their absence, supporting the CEO with diary management and general duties; providing day-to-day support to the Executive and the Leadership teams as required.
- Booking travel and hotels for wider team members as required, and arranging cars, couriers, deliveries etc.
- Organising internal meetings and managing calendars for meeting rooms, including setting up the rooms in readiness for the meetings and clearing them down immediately afterwards, where necessary providing refreshments and organising external catering for meetings, specifically for Directors
- Carrying out ad hoc finance administrative duties e.g. printing and matching invoices; managing Directors' and teams' credit card reconciliations each month

- Assist with organising internal social and work-related events (e.g. Christmas party, away-days and sports day)
- Support work leading up to the annual Into Film Awards and Into Film Festival events including guest lists, invitations, sponsorship contracts, goody bags etc.

### General Responsibilities:

- Commitment to quality internally and in all dealings with the public, members, teachers, children and young people, partners, funders, supporters etc.
- Contribute to the regular monitoring and evaluation of the Into Film's work as required
- Commitment to equality of opportunity in line with Into Film's Equal Opportunities Policy
- Any other reasonable duties assigned by Into Film

### Person Specification:

This is a very busy and varied role and requires the ability to multitask and to provide dedicated and consistent support where it is needed, whilst maintaining a very full workload. The ability to prioritise and to stay on top of tasks through to completion is vital, as is the ability to forward plan, follow up on outstanding actions and provide for the needs of a busy workplace.

### Essential:

- Previous reception and office administration experience, including familiarity with office equipment and Microsoft software and calendar management.
- Maturity and foresight, ensuring that adequate planning and awareness of the office environment and associated health and safety issues are at all times addressed and planned in a timely manner (annual fire extinguisher checks, office supplies, preparing meeting rooms); ideally trained in office health and safety compliance, workplace first aid and fire warden duties, or the willingness to undertake relevant training and be responsible for these areas of the business.
- Knowledge of the application of best environmental practices, or a willingness to learn and lead on the role of ambassador in relation to reducing Into Film's resource consumption and its associated environmental impact.
- Experience of troubleshooting office maintenance issues and, where necessary, liaison with external contractors.
- Ability to multitask independently and in close liaison with colleagues, particularly the EOM but more generally across the organisation; to work methodically and calmly to deadline in a limited timeframe.
- Experience of accounts administrative support.
- A professional, polite, welcoming and friendly manner.

### Desirable:

- Current knowledge of Microsoft Office, in particular Outlook, Word and Excel.
- Previous office management experience.

All employees regularly working with children and member data are required to undertake and maintain enhanced DBS clearance (and/or Access NI check or Disclosure Scotland check, depending on working location), acquired at Into Film's expense; employment is dependent upon this.