



Job Specification: Operations Assistant (Part-time: Temp)

Position: Operations Assistant

Role includes: Training Administration, customer service, course coordination and research

Reporting to: Operations Manager and Director

Location: Wimbledon Office

Type: Part-time

Job Purpose

Due to expansion our company is now seeking to recruit for a new Part Time Operations Assistant to join our **small team**, and wants to gain real life experience in a fun and friendly work environment.

The Operations Assistant will have responsibility to promote our services by establishing and developing customer relationships based on rapport, respect and trust. This is a great opportunity for an eager and hard-working candidate to join a company where they will get the benefit of learning and growing their skills along with our growing company.

Successful candidates must have a genuine interest and experience in sales, administration, secretarial, PA or studied in relevant fields –this is essential.

Responsible for **training administration** and organising the office & training events – including office operations, and coordination of programmes.

Key Accountabilities

- Training administration – logistics, events co-ordination, client contact, evaluation etc.
- Keeping trainer database up-to-date
- Assisting with marketing to new clients
- Organise orientation and accompany delegates on field visits
- Prepare operational reports and schedules to ensure efficiency
- Handle delegates inquiries and general web enquiries
- To assist Operations Manager with the development of content and teaching materials and ensuring training provision meets our quality assurance requirements
- To assist marketing assistant in maintaining social media and knowledge centre
- Ensure filing systems are maintained and current
- To keep office clean and tidy.

Essential Skills

- 1. Candidates must be highly proficient at writing and speaking English** (to avoid trivialising this point – all application must include a link to either an article, blog post, training materials that you have written, or if you have never published anything, please write a short (250 words for instance) introduction on any topic (e.g. “3 ways to write a short paragraph so that it tells a coherent story”)
- 2. Meticulous administrative skills**
If you are the sort of person who would spot mistakes in this ad, has checklists to ensure all events and day-to-day operations run with (insert non-PC stereotype) efficiency and enjoys tallying up petty cash figures (enjoyment not strictly essential), then you would be ideal.
- 3. Committed, professional and willing to work hard**
- 4. Coachable**
- 5. The ability to work independently**
- 6. Exceptional attention to detail**
- 7. Deliver more than just the “basics”**

Hours of work: Part-time - Temp to perm

20 hours per week. Due to nature of work, candidates need to be flexible with days of work.

Salary: £8.50 per hour