Operations Manager and Executive Assistant to the CEO

Full-time/Part-time: Full or part time
Hours: 22.5-37.5 hours a week
Reporting to: CEO
Salary: £23,000 pro rata
Location: Oxford

Background

Viva is inspiring lasting change in children’s lives through the power of collective action because we have a vision to see children safe, well and fulfilling their God-given potential.

We believe that a network of churches and community organisations, locally focused and united in purpose, is the best possible vehicle for bringing lasting change for children.

We are reaching 2 million children in 27 countries through our 38 partner networks, which comprise a total of 4,000 churches and community organisations. Go to our website at viva.org to see more of our work or blog.viva.org to read stories of lasting change in children’s lives.

Job purpose

The Operations Manager and Executive Assistant (EA) to the CEO will work mainly with the CEO but also with other members of Viva’s Leadership Team to bring administrative ‘flow’ into this fast-paced and friendly global organisation. This pivotal role will require the postholder to manage diverse responsibilities and they will have a natural ability to prioritise and give attention to detail while remaining flexible in the handling of a busy workload.

Key responsibilities

The postholder will be responsible for:

Governance

- Prepare agendas for all global board meetings and subcommittees, getting agreement in advance from board chair and CEO.
- Ensure all papers for meetings are distributed 5-7 days in advance of meetings.
- Take minutes and circulate within 14 days of meetings.
- Ensure compliance with and development of rolling schedule of agenda items for all meetings.

Support of CEO

- Arrange the CEO’s travel both within the UK and abroad, booking transport and accommodation, arranging visas etc.
- Manage the CEO’s diary and prepare for meetings, ensuring that the CEO has appropriate information in advance of meetings and takes all relevant materials to meetings.
- Support the CEO in preparing agendas and papers for monthly Leadership Team meetings, taking minutes and circulating them promptly.
- Support the CEO in a multitude of other ways, fielding phone calls and emails, constantly scanning his diary for the coming weeks and planning etc.
Events
- Lead arrangements for 18 monthly team meetings, 6 monthly staff away days and other events.

IT
- Take the lead on ensuring IT support contract is fit for purpose and negotiate annual contract renewal.
- Manage day-to-day IT issues in the office, working with outsourced IT support firm.

Office
- Ensure that Viva’s Oxford office runs smoothly and efficiently, including:
  - Ensuring post is franked and posted daily
  - Organising and communicating devotions and kitchen rotas, sending reminders when appropriate
  - Buying and obtaining staff signatures on birthday and Christmas cards
  - Responding to general enquiries for information by post/email and/or passing to relevant staff member
  - Keeping the office credit card, gathering receipts when the monthly bill arrives
  - Managing purchases and delivery of resources purchased on behalf of networks
- Ensure that the office remains a pleasant and safe environment for the team, including:
  - Managing office repairs, maintenance and contracts, including oversight of the phone system and ensuring our compliance with Health & Safety Law, Public Liability insurance etc.
  - Ensuring tidiness, cleanliness and a pleasant office environment, liaising with cleaner
  - Ensuring proper levels of cleaning products, refreshments and stationery are kept and within budget.
- Take the lead in welcoming and offering hospitality to visitors, with the support of all staff, and respond quickly and helpfully to incoming phone calls to the Viva office.
- Take responsibility for desk rental clients, including:
  - Assisting them with any questions
  - Maintaining and increasing income from desk rentals
  - Issuing new/updated contracts where applicable
  - Chasing overdue payments where necessary

Other
- To keep a constantly open and enquiring mind

The above is not an exhaustive description, and other requirements may emerge as necessitated by changing roles within Viva, and its overall objectives.
## Personal specification

### Experience and knowledge

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<th>Essential</th>
<th>Desirable</th>
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<td>Educated to degree level</td>
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<td>Significant experience in an administrative role</td>
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<td>Experience of working in a multi-faceted role handling a range of responsibilities</td>
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### Skills and Aptitudes

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<td>Diplomatic, with mature outlook to handle confidential information discreetly</td>
<td>Ability to work across teams, being sensitive to the work environment and Viva’s team of diverse cultures and nationalities</td>
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<td>Cheerful disposition with the ability to work with grace under pressure</td>
<td>Negotiation skills</td>
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<td>Exceptional organisational skills</td>
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<td>Appreciates priorities and switches between tasks without losing sight of deadlines</td>
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<td>Manages time effectively and prioritises own workload with minimal supervision</td>
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<td>High level of skills in Microsoft Office</td>
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### General Qualities and Values

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<td>Friendly and approachable and calm under pressure</td>
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<td>Inspires confidence within and outside of the organisation</td>
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<td>Self-motivated, pro-active and flexible</td>
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<td>Identification with and wholly in sympathy with the Christian ethos, aims and values of Viva</td>
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<td>A heart for “children at risk”</td>
<td>Works alongside colleagues with grace and a desire to develop team skills</td>
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Terms and conditions of employment

This is a full- or part-time role for Viva, located at its Oxford offices in the UK. The appointment will be confirmed, subject to a satisfactory six-month probationary review. Annual performance appraisals are undertaken. It is a requirement of all staff to be familiar with the contents of the Staff Manual, including the Values and Code of Conduct of Viva and to comply fully with the policies contained therein together to include our Child Protection Policy and Data Protection Policy.

**Holiday:** 33 days per annum, including 8 public holidays, pro rata
**Pension:** Optional Stakeholder Pension Scheme
**Sick Pay:** In accordance with internal policies and the requirements of SSP

Contact and Application Process

Mark Stavers, CEO, Viva, Unit 8, The Gallery, 54 Marston Street, Oxford, OX4 1LF, UK
Tel: +44 (0) 1865 811660 Email: hr@viva.org

Please complete our application form, which can be downloaded from our website or sent to you if you request by phone or email, together with your CV to hr@viva.org by Sunday 22 March 2020. Interviews are expected to take place on Monday 30 March 2020.

*Please view our Job Applicant Privacy Notice on our website to see how we look after the personal data of candidates.*