



Role of the Operations Support Officer

Reporting to:

Chief Operating Officer

Reporting in:

N/A

Starting Salary:

£25,000-£30,000 (depending on experience) per annum plus pension.

Job Purpose:

To support the Secretariat and BIVDA members by providing operational and administrative support for the office facilities and operational activities.

Able to work independently and flexibly, managing day to day tasks and actions relating to meetings, facilities, finance, systems and other operational requirements as required.

Key Responsibilities:

- Responsible for organising working party meetings with attendance at working party meetings either on or off site, including arranging any refreshments and venue requirements.
- Take minutes/ notes of meetings and manage any recordings and distribution of information resulting from meetings.
- Meet and greet members and visitors in the BIVDA office when required.
- Support the Secretariat as required with diary and meeting arrangements both internally and externally.
- Maintain the CRM member and stakeholder database in support of the secretariat.
- Responsible for constructing and sending CRM mailshots to members using content provided by the Secretariat.
- Support the secretariat in posting and managing social media posts using content provided by the secretariat.
- Liaise with external suppliers and contractors for support with the office facilities and repairs or access.
- Liaise with external providers for support and administrative requirements for IT, communications Eg. Mobile phones/ Business phone etc.
- Support the Operations Manager for credit control for payments of invoices from members for subscriptions at renewal or new membership.
- Support the Operations Manager, working with external providers for printing, events planning and publications.
- Support the Operations Manager with venue hire/ booking and events planning.
- Responsible for the general upkeep of the office environment, for example stationery, stock, refreshments, including raising purchase orders and expediting orders.

- Responsible for arranging and receiving deliveries and shipments.
- Responsible for raising purchase orders to be approved by the Operations Manager/Chief Operating Officer/ Chief Executive Officer.
- Responsible for the administration of invoices and preparing them for payment by the Operations Manager.
- Support the Operations Manager with any finance queries and payment issues.
- Support the Chief Operating Officer in team meeting preparation and arrangements.
- Main point of contact for meeting room bookings.
- Assist the Secretariat with internal and external communications as required.

General

- Participate actively in BIVDA meetings, including sharing of knowledge and involvement in decision making for new ideas and initiatives.
- Some travel will be required which will be expensed.
- Working Party support in relation to Chairs and Vice-Chairs requirements.
- Update and populate the CRM as required.
- Administrative support and other duties for projects as needed.
- Follow BIVDA processes and procedures and contribute to continual improvement initiatives with the Operations Manager and COO.
- To work as part of the BIVDA team as a team player as well as working independently.
- BIVDA has a diary driven office attendance policy where a combination of office/ London and remote working will be undertaken. This role is expected to be regularly office based, with the option to work remotely if no office attendance is required on any given day.