

JOB DESCRIPTION

Operations and Admin Officer

The Opportunity

The Operations and Admin Officer will work with colleagues to support effective operations at the UK Branch and delivery of its strategic objectives. This post will provide dynamic support for the finance and resources team and work in close collaboration with the programmes team.

This is an exciting time to join our growing team. We are pivoting our strategy to focus on the challenges posed by climate change to the land, sea, and people – and the critical role of public engagement in addressing these challenges – while continuing to champion community engagement in the arts sector by advocating organisations to embrace their ‘civic role’. 2022 will see major global moments for public engagement in these spaces, including the UN Ocean Conference in Lisbon, COP27, and several events hosted by the Foundation and our partners.

An effective admin, finance and operations function underpins all we do and are able to achieve. You will be supported by a line manager and work with a diverse, friendly team in London, and with colleagues in our Head Office in Portugal. This is a brilliant opportunity for someone with 2-3 years of relevant experience looking for opportunities to learn and develop professionally.

Background

The Calouste Gulbenkian Foundation is an independent charitable foundation established in Portugal in 1956. It is one of the largest European foundations, with headquarters in Lisbon and offices in London (the UK Branch) and Paris. The fundamental purpose of the Foundation is to improve the quality of life for all through art, charity, science and education. The Foundation is committed to the future, to those most vulnerable, and to the value of culture.

The UK Branch is focused on building coalitions to tackle complex global problems. Based in London, the UK Branch sits at the heart of a world centre for philanthropy which enables us to deliver on the Foundation’s mission using our networks, experience and ways of working. We look ahead, thinking globally and acting locally, to create the conditions for change by connecting across borders of all kinds – national, cultural, organisational, disciplinary and social. We prioritise the vulnerable and underserved in the UK and elsewhere.

Our approach

We seek an impact greater than our limited resources might suggest

- We believe in balancing the long view with quick wins that inspire confidence in uncertainty
- This means looking over the horizon and helping each other to make the best use of resources

The big picture is important to us

- We believe we all play different roles in a complex ecosystem
- Comprehension of where we are best placed to act and join the dots

We can't achieve anything alone

- We believe and promote collaborative relationships
- This means being open to difference, having the right conversations, and learning collectively.

We are curious and enabling of others

- We believe evidence is important and the solutions are out there
- This means being creative, flexible and receptive to the outside world as well as investing in our own development

The role

The Operations and Admin Officer will work with colleagues to support the delivery of the UK Branch's objectives. The post is a combined role that includes assisting the Head of Finance and Resources in the provision of office and administration facilities, grant administration and financial and IT duties.

Specific responsibilities

The following list is intended to provide a flavour of the role and is not exclusive. We are an agile team and we welcome individuals shaping their roles depending on skillsets and professional interests.

1. Project and Programme Support

- Provide grants administration support across the programmes
- Maintain the grants management software, logging approved grants on the database and ensuring data is accurate
- Prepare the monthly grant authorisation list for Head Office

- Review and update scheduled grant payments
- Help prepare due diligence reports on partners and other organisations
- Attend monthly Programme Meetings to discuss upcoming payments and ensure strong links between the programmes and finance teams

2. Finance administration/bookkeeping

- Enter transactions into accounting software and reconcile bank balances
- Prepare cashbooks for all bank accounts, credit card and petty cash accounts
- Prepare monthly cash flows for scheduled grants
- Prepare ad-hoc financial reports as required
- Manage Expensify, the expenses software we use
- Support the UK Branch team in following financial operating procedures, including raising payments, submitting expenses, and the use of the company credit card, to ensure all transactions are correctly coded and produced in a timely fashion

3. General Administration

- Deal with general telephone and email enquiries, office deliveries and guests on arrival
- Maintain stationery stocks, and source and order other items as required
- Provide some administrative support to the Director and other colleagues when required
- Assist with meetings and events, organising travel and catering when needed
- Help ensure the office is tidy and presentable
- Work with the Head of Finance and Resources on large administration, IT, AV and building and facilities projects

4. Building and Facilities Management

- Manage relations with external contractors, overseeing maintenance and building facilities tasks
- Fix problems on a first line basis, being the first point of call for any immediate issues.
- Liaise with office cleaners regularly, resolving any issues
- Become a designated fire marshal (training will be provided)
- Become an on-site trained first aid provider (training will be provided)

5. Archives and Publications

- Manage relations with our publication distributor and other suppliers
- Working with the Archives Department in Lisbon, manage the UK Branch archives, ensuring that relevant information is digitally archived and sent to Head Office

- Manage the Digital Archive Management Software (DAMS), including training for the team to use it

6. IT Management and Support

- Proactively manage the UK Branch's IT infrastructure, with direction from the Head of Finance and Resources
- Manage relationships with the Foundation's preferred IT suppliers and support service, including site visits
- Source suitable equipment and software as required
- Provide support to staff through IT workshops and ad-hoc training and help where required
- Oversee the proper functioning of the AV system and provide staff training where needed

7. Events and Meeting Support

- Support the UK Branch team in the preparation and delivery of high-quality events.
- Assist with event logistics and administration as required
- Help to set up and service events, including providing support with AV equipment
- Attend events both internally and externally when required, including occasionally out of normal working hours

8. St. Sarkis Charity Trust

- Provide some secretarial support to the St. Sarkis Charity Trust, preparing papers for meetings, processing grants, arranging trustee meetings and drafting meeting minutes

Accountability

The post holder will report to the Head of Finance and Resources, and work with colleagues across the UK Branch team and in our offices in Lisbon and Paris, as well as with external organisations.

Person Specification

In this role, you will become proactive in planning and organising your own workload and develop a good working knowledge of the organisation and our programmes.

Expertise/Competence/Skills

- Clear written and oral communication skills.
- Excellent interpersonal skills and the ability to deal with people at all levels.

- Knowledge of Sage Line 50 would be an advantage (training can be provided).
- Excellent IT skills, including Microsoft office, internet and e-mail.
- Good numerical ability.
- Strong and proven organisational and planning skills.
- High level of attention to detail and accuracy.
- Proven ability to prioritise workload to meet strict deadlines.
- Ability to speak and read Portuguese would be an advantage.

Qualifications

Relevant academic qualifications gained in Administration, IT & Finance. We also welcome relevant experience gained through non-academic routes.

Experience

Proven experience of:

- working with different IT systems and databases
- simple cashbook entry and book-keeping experience
- working with financial databases
- working in a busy office environment
- working with minimal supervision

Specific Qualities

- Proven ability to work under own initiative.
- Positive and flexible approach to work.
- Reliable and committed.
- Committed to delivering a high-quality service.
- Ability to work as part of a team.
- Ability to work under pressure.

Other

An awareness of equal opportunities and a personal commitment to anti-discriminatory practice.

Terms

This is a permanent full-time post based on a 35-hour week (plus one hour for lunch). The Employee Handbook details other terms and conditions of employment.

Salary and Pension

The salary range for this post is **£28,000 – £32,000 pa depending on experience.**

Salary increases are considered annually although the Foundation is under no obligation to increase salaries year on year. New employees are eligible to join the UK Branch's stakeholder pension scheme to which the Foundation makes a matched contribution of up to 10 per cent of salary per annum.

Benefits

- Season Ticket Loan
- Life Cover (1.5 x basic salary)
- Annual Optical Test
- Charitable Activity contribution monthly via Give As you Earn
- Employee Assistance Programme
- Perk box included with digital HR system
- Training Budget

Holidays

Leave entitlement is at the rate of 28 days per annum in addition to the Statutory UK Public holidays.

Location/Working Arrangements

This post will be hybrid working located at the UK Branch's headquarters in central London. The hybrid split is based on a likely average of 3 days in office and 2 days working from home, however this is flexed around the work schedule and some weeks there may not be a requirement to attend the office as often.

Equal Opportunity Policy

The UK Branch of the Foundation has an equal opportunity policy and implements a programme of positive action to make this policy fully effective by ensuring that no job applicant or employee receives less favourable treatment on the grounds of age, colour, culture, disability, ethnicity, gender, HIV status, marital status, nationality, religion or sexual orientation. The principle applies to recruitment, pay, terms and conditions of employment, promotion, training, career opportunities and service delivery.

May 2022