



OPERATIONS ADMINISTRATOR One-To-One (Enfield)

JOB TITLE:	Operations Administrator
RESPONSIBLE TO:	Director of Operations
ACCOUNTABLE TO :	CEO
BASE:	One to One Head Office
SALARY:	£14 per hour
HOURS:	12 hrs pw over 3 days in office

The individual in this role is required to have excellent communication skills and the ability to communicate with a diverse population. They will be welcoming to everyone within the office and be able to confidently manage enquiries coming into the charity from both members and external stakeholders. This is a front facing role, we are willing to offer flexible days/ hours to the right candidate, however they need to be in office to complete the role.

Job Summary

- The post holder will work as a senior member of the Administration team, ensuring smooth running of the office, and support to all staff and members.
- Key is provision of effective administration, communication and support to the Director of Operations and Activity Team
- The post holder will be responsible for putting together the Activity and Events Calendar and monitoring attendance to ensure that KPIs are met
- They will be expected to be confident and welcoming to everyone interested in the charity.
- The post holder will champion the charity and support all members, volunteers and citizens in their access to services and events.
- The post holder will work with all to maintain, develop and improve engagement, improved communication, office productivity as well as delivering value for money.

Key Relationships

- CEO
- Director of Operations
- Community Engagement, Membership and Communications Lead
- Activity and Project Leads
- Administrators

- Members
- Stakeholders
- Commissioners/ funders
- Citizens

Office administration

- Support the Office and SMT in all aspects of administration
- Supervise and lead the admin team providing line management to junior staff
- Lead on specific areas of responsibility delegated by the Senior Management Team
- Ensure volunteers working in the office are welcomed, safe and supported in their roles

Membership and Volunteer support

- Lead on maintaining our volunteer database and communications with volunteers
- Support members, volunteers and staff by taking and responding to messages, and offering guidance and advice (within your limitations of knowledge)
- Support the upkeep of Membermeister (database of members and volunteers)
- Receive data from activity leads and volunteers to update Membermeister
- Draw data off Membermeister as and when required
- Set and exemplify values and standards, ensuring high performing delivery of office administration functions.

Activities and Events Management

- Oversee and ensure room booking for activities, peer support groups, meetings and events.
- Ensure that risk assessments are in place for all activities
- Arrange Activity Booking days for members, ensuring payment is taken before tickets / spaces are allocated
- Ensure the Activities Calendar is distributed across social media, the website, by hand or by post, keeping physical printing to a minimum.
- Contact specific groups of members to invite them to join events and activities
- Promote activities across the membership and on occasions more widely
- Be the main point of contact for members booking activities and events and putting booked events on member meister.
- Processing payments for subscriptions, events and activities
- Promote a strong emphasis on customer/ member service, responsiveness and a 'can do' approach.
- Any other tasks assigned within the remit of this role

Personal development

- Ensure knowledge is continuously updated and training undertaken if appropriate.

- Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed.

General

The post holder is required to follow One To One Enfield's policies and procedures.

Person specification:

Essential:

- Educated to A level/ equivalent academic or professional qualification
- Office administration experience
- Credibility at with the confidence of members, volunteers and funders
- Demonstrable experience of building, maintaining and utilising successful relationships with all staff especially those with lived experience of LD and/ or Autism
- Evidence of successfully leading change in new models of service delivery
- High competence in social media and IT

Desirable:

- Degree/ or Masters level qualification
- Experience of working with in an integrated health and social care setting
- Experience of charity services and performance management
- Lived experience of LD and/ or Autism

If you would like to apply for this role, please send your CV with covering letter to admin@one-to-one-enfield.co.uk by 10am on Thursday 9th July 2026.

Interviews will be held week beginning **13th July 2026**.