

# Come and join our team!

## Operations Officer

**0.8 - 1.0 role with at least one day a week in London**

**£28,350K FTE**

**We are looking for a new member of our operations team. We want to hear from people who have a strong aptitude for organisation and want to work in a team dedicated to improving young people's lives.**

We foster an inclusive culture at CfEY and are committed to building a diverse team. Therefore, we particularly welcome applications from people from Black, Asian and minority ethnic backgrounds, disabled people, neuro-diverse people, and people that have taken non-traditional routes to get where they are today.

## About Us

The Centre for Education and Youth (CfEY) is a 'think and action tank'. We believe society should ensure all children and young people receive the support they need to make a fulfilling transition to adulthood. We work with a wide range of organisations, and people who share this belief, helping them make wise, bold decisions about how best to support young people. We use our timely and rigorous research to get under the skin of key issues in education and youth, aiming to shape debate, inform policy and change practice. Set up as a community interest company, we have a particular interest in issues affecting marginalised young people. We work with a wide range of clients across corporate, government and third sectors, as learning partners, investigation partners, action partners and communication partners.

### **Our approach is special because...**

- We **bridge different realms** – we work with schools and the wider youth sector and our projects bridge policy, practice and academia.
- We are '**constructively critical.**' We avoid unhelpful cynicism, focus on how things could be better and are analytical and intellectually rigorous. We always seek pragmatic ways of helping people take action grounded in evidence and experience.
- We look **underneath the surface**, speaking to young people and practitioners in order to grapple with complexity and understand what's really going on.
- We do not rely on a set catalogue of solutions. Different approaches and strategies are appropriate in different situations and settings. Our job is to

have the **emotional and intellectual competence** to identify what will work where.

- There is almost always a **simple way of doing things**. Our job is to find it. We steer clear of time-consuming and gimmicky ways of doing things.
- We are a **social enterprise**. We are guided in everything we do by our view of society's responsibility, as well as being committed to delivering high-quality projects. Income generation and social impact are mutually reinforcing for us.
- We are **approachable and personable**. We interact in a friendly and informal manner. Professionalism is not about pretension.
- We are committed to **social justice** and are acutely aware of the interaction between power imbalances and inequality.

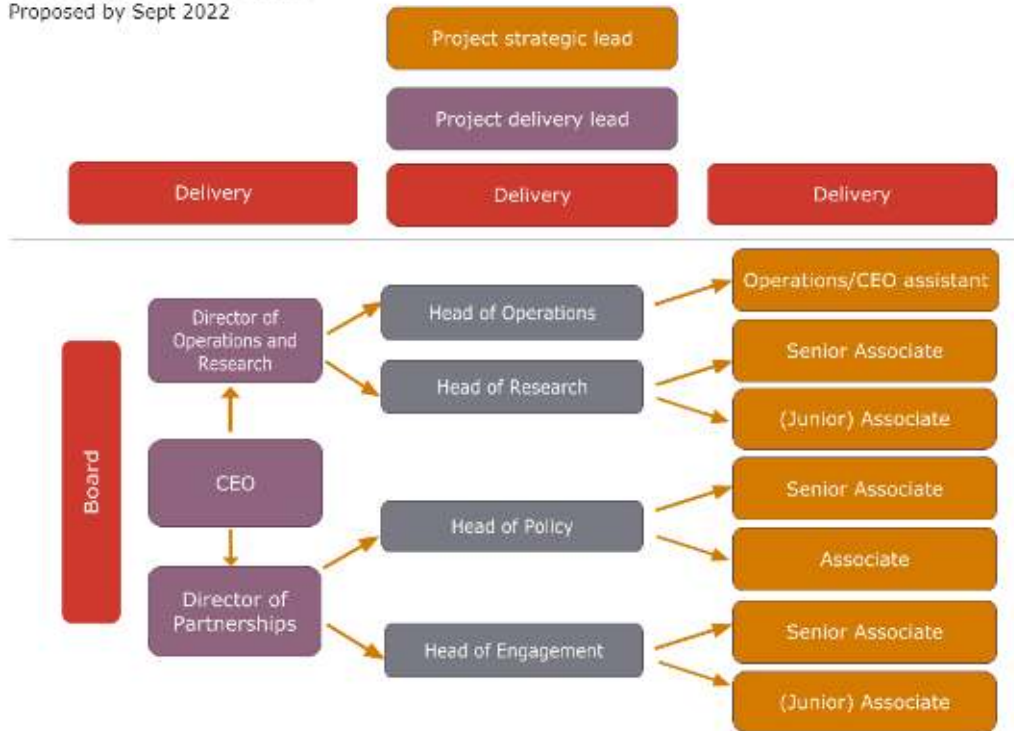
### Working at CfEY

CfEY is a wonderful, unique place to work. Our culture is difficult to explain, but easy to feel when you arrive. We take our work seriously; we take ourselves less seriously. Our structures and decision making are as open and transparent as possible, and we encourage non-hierarchical approaches within our team. We all tend to muck in on all sorts of tasks, regardless of job title.

We're looking for someone who can both support this culture and move it forward, challenging and supporting the rest of the team and making working together fun.

- You can be located anywhere in the United Kingdom. Our office is located in Hackney, London, and the team gathers there every other Monday. Everyone works from the office for at least one other day every fortnight.
- You will be paid £28,350K (pro rata). We offer an employer contribution pension (following a three-month probation period) and 33 days holiday per year (including bank holidays).
- The role can be anything between four and five days per week. Some people in the team work full time, others work 0.9 or 0.8, for example, our CEO will be working 4 days per week so he can teach, and our Director of Research and Operations works a 9-day fortnight.

**CfEY organisation chart**  
Proposed by Sept 2022



## About the job

As a member of our Operations team you'll report to the Head of Operations, Director of Research and Operations, and our Chief Executive Officer. You will have the opportunity to help shape the direction of the organisation and will support our growth. We are looking for someone with the skills to coordinate and provide support in the following areas:

**Finance:** Assist with the smooth running of day-to-day accounts including:

- Payroll
- Expenditure
- Invoices
- End of month reporting

**Human Resources:** Ensure policies are followed and assist with the running and maintenance of:

- Policy development and implementation
- Annual leave
- DBS checks
- Contracts
- Onboarding/offboarding
- PM admin
- Safeguarding

- Data protection practice

**Office management and administration:** Assist with the smooth running of the day-to-day office management, including, but not limited to:

- Supporting the wider team with ad hoc administrative tasks
- Taking minutes of meetings
- Ensuring internal databases are up to date and well organised
- Booking transport and accommodation
- Maintaining our office space by ensuring it is well organised/stocked with essential resources

**We would like the successful applicant to take the following approach:**

- Rigorous
- Flexible approach to time
- Professional not pretentious
- Critical but constructive
- Understanding people's needs and focusing on solutions
- Continuously reviewing and agreeing who we are and what we are doing
- Driven by the CfEY vision and projecting a consistent image

## About you

We get that life is complicated. If you've taken an unusual, less travelled path to get to where you are now then join the club! Almost all of our staff are former teachers or youth workers, but as long as you love the idea of our mission, that's good enough. Similarly, you don't need an understanding of England's education system, as long as you're willing to learn quickly about our processes.

<p><b>Experience / Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Confident user of computer packages including MS Word and Excel, Google Workspace, with a willingness to learn new systems.</li> <li>• A proven track record in successfully planning and organising yourself, others, and projects</li> </ul>
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<p><b>Skills and competencies</b></p>	<ul style="list-style-type: none"> <li>• You communicate extremely well. You adapt your style to suit different requirements including internal and external, such as media or clients.</li> <li>• You work flexibly and efficiently. You can work from different places and manage your time creatively, balancing periods of intense work with quieter periods. You are self-motivated and don't need to be told what to do.</li> <li>• Excellent attention to detail</li> </ul>
<p><b>Personality</b></p>	<ul style="list-style-type: none"> <li>• You support our mission and approach. You are determined to build on CfEY's success.</li> <li>• You are pragmatic and creative in balancing the need for practicality and straightforwardness with precision and being detail oriented.</li> <li>• You are creative and resilient, with the ability to think laterally, bounce back from challenges and be solutions-focused.</li> <li>• You are keen to take on new challenges and have ideas which you follow through independently.</li> </ul>

## The Process

To support equal opportunities and minimise the risk of bias, we are asking candidates **NOT to include their name** in their CV and covering letter. Please send your application to [gemma@cfey.org](mailto:gemma@cfey.org).

### 1) CV and letter

- Please send a maximum **two-page CV tailored to this role** as well as a maximum **one-page letter** explaining why you think you are suited to this job and why you'd like to work with us, by 9am on **Wednesday 9th November**. Your letter doesn't have to cover every single aspect of the JD or the criteria - your CV might do some of this for you.

### 2) Interview

- We will then select final candidates for interview. We will inform

you if you have been selected for interview on **Monday 14th November**.

- Interviews will take place on **Thursday 17th November, ideally in person at our office in Hackney, London**, but online is also possible.

If you can't make this date, please let us know when you apply. This won't count against you when we shortlist applications.

### 3) References and DBS check

- We will inform candidates who have been successful at interview as soon as possible, before contacting referees.
- Appointments will be confirmed once we have received satisfactory references and DBS check.

***If you have any questions about the role, please contact [gemma@cfey.org](mailto:gemma@cfey.org).***