**Operations Officer**

**Duration:** Permanent

**Salary: c.** £30,000

**Job Level:** Level 5

**Hours:** 35 hours per week. Other flexible arrangements will be considered

**Disclosure Level:** Basic. This role involves indirect work with children*.*

**Reports to:** Deputy Programme Director (Operations)

**Location:** Working from home and at 1 Westfield Avenue, London E20 1HZ

At the UK Committee for UNICEF (UNICEF UK), we pull together to achieve the best possible results for children in danger around the world. We believe in an inclusive workplace and in the power of fulfilled colleagues who share the same values and goals, enjoy their work and are motivated to do their utmost for children.

Our work is guided by the UN Convention of the Rights of the Child (UNCRC) and the Sustainable Development Goals (SDGs), which recognise the universality of children’s rights.

**ABOUT THE TEAM**

The Baby Friendly Initiative is one of three UK programmes at UNICEF UK. It is based on a global accreditation programme of UNICEF and the World Health Organization and is designed to support breastfeeding and parent infant relationships by working with public services to improve standards of care. In the UK, the Baby Friendly Initiative is commissioned by various parts of the health service to provide advice, support, training, networking, assessment and accreditation.

The Operations Officer is part of the Baby Friendly office team and works closely with the Programme Director, Deputy Programme Director, Professional Leads, Events & Services Manager, Communications & Resources Specialist and Programme Support Officer. The team has many remoted based Professional Officers who work part time for UNICEF UK alongside other health professional roles.

In addition UNICEF UK Baby Friendly is secretariat for a large network of infant feeding advisors (National Infant Feeding Network). This role will look to centralise some critical functions to ensure support for infant feeding leads.

**ABOUT THE ROLE**

The post holder supports the Accreditation processes to ensure smooth running and accuracy of the programme. They also assist in supporting other areas of the programme and National Infant Feeding Network including the financial administration and provision of general administrative support.

**What we will expect you to achieve**

Accreditation

* To support the development of accurate reports and assessment results by liaising with lead assessors, members of Designation Committee and others within the programme. Other activities include editing reports, liaising with the Committee, creating and editing database records accordingly.
* To support the readiness to assess a service effectively by processing and chasing assessment documentation including booking forms and assessment forms.
* To accurately monitor the progress of all facilities across the UK engaged with Baby Friendly accreditation, including processing regular audit records.
* To support the Programme Director, Deputy Programme Directors and wider team by contributing to the ongoing development and implementation of the programme

NIFN

* Co-ordinate the membership records of the National Infant Feeding Network (NIFN) and Neonatal NIFN.
* Support effective communication across NIFN by managing consistent, timely and accurate communications including updates, meeting support and briefings to NIFN leads for their wider distribution with teams.

Qualifications

* Support the Qualifications Framework programme administration including responding to enquiries, processing documents and scheduling meetings.

Finance

* To maintain financial records in conjunction with the team and an external fulfilment company.
* To support the financial monitoring spreadsheets including sending regular reports and managing the invoicing processes.
* Process expense claims, invoices and credit card statements, liaising with the Finance team as necessary.
* Process staff forms for Payroll monthly, liaising with the People team as necessary.

General

* Manage internal and external enquiries via phone or email, ensuring responses are agreed and communicated in a timely and professional manner, and referring on as appropriate.
* Provide support at external events where required, such as the Annual Conference (national travel may be required on occasion).
* Support with scheduling and administration of recruitment
* Any other general administration within the Baby Friendly Initiative office

**BEHAVIOURS, EXPERIENCE AND SKILLS**

This section contains the essential behaviours, experience, knowledge and skills needed in order to be effective and successful in this role.All criteria in this section are essential.

**Effective behaviours**

Communication

* Presents complex and difficult messages clearly and with impact
* Anticipates and responds to the needs of an audience, adapting content, style, language and use of channel to deliver maximum clarity

Efficiency and Effectiveness

* Manage conflicting priorities to ensure that objectives are achieved and deadlines met.

Positive relationships

* Nurtures professional relationships with colleagues at all levels and with external contacts and partners to support the achievement of objectives.

Collaboration

* Consults others and shares expertise, know-how and ideas with colleagues for best results.

Supporter driven

* Develops effective relationships with target supporter groups enhancing their knowledge and involvement of UNICEF UK’s work.

Information and data

* Invests time in acquiring the knowledge and skills to develop effective approaches to managing information.
* Protects our reputation when working with confidential data and information and mitigates risk through considering the legal, regulatory, ethical and privacy issues.

**Relevant experience**

* Editing documents for accuracy, readability and layout
* Handling and responding to enquiries and requests from external parties.
* Handling financial processes and records
* Scheduling and organising meetings.
* Using databases; browsing, editing, updating and creating accurate records.

**Specific knowledge and skills**

* Work independently and as part of a team, being able to manage own time and workload
* Ability to communicate with an excellent telephone manner, writing style and interpersonal skills.
* Work with accuracy and attention to detail whilst multi-tasking.
* ICT systems/software, such as Microsoft Word, Excel, Outlook.