

# OXFORD UNITED IN THE COMMUNITY



## **Job Title: Operations Support Executive**

**Reporting to: Head of Charity – Christopher Lowes**

**Location: Hybrid – official base Oxford United FC Training Ground, Oxford Sports Park, Horspath Road, Oxford OX4 2RR and part home-based work if desired. (3 days in office / 2 from home)**

**Salary Range: £21,000 - £23,000 per annum (subject to annual review).**

**Hours of work: 40 hours per week excluding lunch breaks (please note the role may require some evening and weekend working including home match days as required)**

**Permanent contract, subject to annual performance review.**

### **Introduction:**

Oxford United in the Community (OUitC) is the official charity of Oxford United FC (OUFC).

Independent but closely linked, OUitC is currently implementing an exciting new strategy to grow the impact of the charity and OUFC's brand using the power of football to inspire the people and communities of Oxfordshire to have positive aspirations for their futures and to support them in achieving those aspirations.

Historically, the charity has traditionally focused on younger children in primary schools via Football in the Community programmes. Our new strategy "Oxfordshire – A Community United" means we are extending that focus, working to support all of the community across Oxfordshire "aged from 2 to 92" with a more "place-based" approach, which will see us operating in the city of Oxford and in ten towns across Oxfordshire.

To help continue the growth linked to this strategy, the charity is recruiting someone to help design, implement and run the necessary operational and administrative systems to allow the charity to operationally deliver a range of services, generate income and raise funds, interact with all partners and stakeholders and to help ensure efficient and compliant operational activities.

In addition, the role will directly support the Head of Charity and the Board of Trustees as appropriate.

### **Main Roles and Responsibilities**

#### **Operational Support**

- Day to day back-office operations for all charity activities
- Operational support for courses and programmes (e.g., programme details / bookings / registers / payments)
- Input, analysis and management of data for reporting tools (including specific programme tools)
- Engage with participants of programmes / their families in booking and registering them as participants and deal with queries
- Lead the marketing and communications of all programmes and activities

## **Staffing / Personnel**

- Staff eligibility verification – checking, validation and recording of documentation
- Internal induction process lead – ensuring all requirements are met by new staff members
- Staff rotas including troubleshooting gaps in staffing
- Manage and maintain HR system
- Work with Operational Team on risk assessments

## **General Office Administration**

- Handle enquiries - telephone calls / emails for central email addresses
- Mail and parcels – deal with incoming items and arrange for regular items sent by post to be sent out
- Manage office supplies

## **Financial**

- Obtain quotations
- Raise Purchase Orders in line with policy
- Pay suppliers – processing payments from approved invoices
- Book-keeping / accounts – record keeping and organising information
- Billing – processing payments
- Payroll and PAYE – support these processes
- Expenses – provide support to Head of Charity related to processing of staff expenses

## **Social Media Accounts**

- Set up and maintain accounts as appropriate
- Collation (from coaches and partners) and creation of content for social media accounts
- Engagement with basic enquiries and discussions via social media
- Provide photos and content to Marketing Communications company
- Develop YouTube / video sharing platform content

## **Board of Trustees Support**

- Set up meetings and book meeting rooms
- Work with Head of Charity to issue meeting papers
- Take and issue Board meeting minutes
- Internal induction process lead – ensuring all requirements are met by new Trustees

## **Other**

- General support to the Head of Charity as required
- Staff lead - EDI & Data Protection
- Event organisation, administration and support
- Website updates and management
- Match Ops / Debrief – review meetings with OUFC to prepare for games and follow ups
- Fundraising administration, promotion and research
- Compliance with policies and procedures

## **Skills / Abilities Required**

- Experience of office administration / management
- A well-organised multitasker
- Able to work as part of a small team some of whom are remote workers
- Flexibility, initiative and patience
- Competent in all MS Office products plus social media platforms
- Customer service skills
- Good telephone manner - confident and articulate

To apply please email [Clowes@oufc.co.uk](mailto:Clowes@oufc.co.uk) with your CV with a covering letter detailing how your personality and capabilities will help OUiC achieve operational excellence.

### **Closing date for applications**

Friday 2nd September at 6pm.

We will endeavour to advise candidates shortlisted for interview by close of business on Monday 5<sup>th</sup> September.

### **Interviews**

We plan to hold initial interviews via Zoom on Thursday 8<sup>th</sup> September so you should be available on this day if applying for the role.

Contact Person: Chris Lowes - Head of Charity

Oxford United in the Community

[www.ouitc.org](http://www.ouitc.org)

Please note that the appointment of the successful candidate will be subject to standard preemployment screening, as applicable to the post. This will include right-to-work, proof of identity, Disclosure and Barring Service (DBS), and references.

Please note that any personal data submitted to the charity as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. The charity's Policy on Data Protection is available on request.

Entry into employment with the charity and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

**Oxford United in the Community** | Oxford United FC, Grenoble Road, Oxford OX4 4XP

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