

Operations Officer @

JUNE 2021

Salary: £26,000-£28,000

Contract: One year fixed-term, with possibility of extension

Hours: Full time, 35 hours/week

Location: The Medact office is in London, although the team is mostly working from home currently. Applications from candidates based outside London will be considered, though due to the nature of the role we would expect the appointee to be able to work in the office at least 2dpw at such point as it is safe to do so

Apply by: **9am, Monday 19th July 2021**

Job role and purpose

The Operations Officer supports the Medact team in our work to empower healthcare workers to campaign for a safer and more just world by supporting the smooth and effective running of our organisational operations.

Job Description

Communications & events

- Publishing digital content through our website, email list and social media
- Producing or co-ordinating the external production of fliers, online graphics, and other multimedia outputs for our campaigns, member groups, and projects
- Supporting other team members with the logistics for online and offline events — including scheduling, venue bookings, managing registrations and supporting post-event follow-up
- Supporting the Ops & Comms Managers with analysis and reporting based on our comms metrics and using our CRM systems

Member & supporter engagement

- Responding to member and supporter enquiries by email, phone, and post

- Providing assistance to members and supporters in using online tools and resources to run their campaigns and communicate with each other
- Support the Ops Manager to maintaining our contact databases of supporters and stakeholders

Finance, HR & office management

- Day-to-day financial administration tasks, such as filing finance paperwork
- Support Operations Manager with preparing of budgets and finance reports
- Take responsibility for some basic HR administration, such as holiday sheets
- Manage the office on a day-to-day basis, such as reporting maintenance issues to our landlord
- Handle other office tasks such as post; answering and directing the office phone and general office email inbox

Team and Organisation

- Help to foster Medact's collaborative, inclusive working environment in which all staff feel valued and invested; and in which we support each other to work effectively while maintaining a health work-life balance
- Support the team with our internal organisation and co-ordination e.g. scheduling of team meetings, taking minutes, and assisting with managing our internal comms schedule
- Attend and contribute to regular and special team meetings and discussions; play an active role in development of joint projects and strategies
- Ensure that all of your work, including engagement with colleagues, our movement, and other stakeholders, is consistent with principles of anti-oppression and health equity

Person specification

Essential

- A passion for social justice and human rights, and a commitment to achieving health equity
- A demonstrable interest in thinking about the systems and approaches needed to help a small team or group work well together
- Strong numerical / analytical skills and excellent attention to detail

- Excellent tech skills - including experience of using spreadsheets to sort and analyse data and an appetite to learn to use a range of tools for team collaboration, content creation, and organisational administration
- Good written skills including ability to write clear copy which is appropriate to the context
- Experience running or being involved in the running of events
- Good verbal communication, listening and interpersonal skills; able to communicate clearly and effectively with a variety of people
- Highly organised; able to manage multiple priorities at once and manage own time effectively
- A strong team player who can contribute to our friendly, small office team

Desirable

- Experience of working with a CMS system (e.g. Wordpress, Drupal) and/or a CRM (Salesforce, CiviCRM)
- Experience with or knowledge of web technologies - coding using HTML/CSS/Javascript Web editing skills, coding, or database management
- Experience working with comms analytics tools such as Google Analytics
- Experience producing graphics for marketing or social media
- Experience with financial and/or office administration
- Experience with membership administration or in a customer service environment
- Experience working in a either a campaigning or health organisation