



## Job Description

<b>Name of Position:</b>	Operations Assistant
<b>Group/Team:</b>	People, Finance & Operations / Operations Team
<b>Reports to:</b>	Head of Operations / Operations Manager / CPM Manager
<b>Grade:</b>	G1
<b>Operations Centre:</b>	London, UK
<b>Duration:</b>	FTC 6 months / Part Time - up to 25 hours a week

## Background:

### Lumos

Lumos is an international children's charity founded in 2005 by children's author J.K. Rowling to end the harmful practice of institutionalisation of children. Lumos' mission is to fight for every child's right to a family by transforming care systems around the world. Our vision is for all children to grow up in safe and loving families.

Despite clear evidence of the harms of institutionalisation, an estimated 5.4 million children worldwide continue to live in institutions. Separated from their families and communities, these children are deprived of the love, attention and opportunities they need to thrive. We've made important progress in closing harmful institutions and reuniting children with their families. And where children are unable to live with their birth families, we promote alternative family-based care, such as kinship care and quality foster care. Thanks to our tireless efforts alongside many other champions of care reform, the harms of institutionalisation are now more widely understood. A global movement is underway and the UN, the EU and some large development agencies have joined individual countries in pledging to change how they care for vulnerable children. We are committed to ensuring that global policy commitments are translated into local action, leading to sustainable change for vulnerable children.

Over the past 15 years Lumos has worked directly in different countries around the world to demonstrate that it is possible to change systems of care and fulfil children's rights. Building on our heritage and direct experience of systems reform, our new strategy focuses on sharing learning with others to reach more children and amplify the impacts of our work on children's lives. Our new strategy has three priorities:

**Building Global Expertise:** We'll use our knowledge and experience to support those responsible for reforming care systems in their own countries. This will include providing technical support, evidence and guidance to help design and run better care systems, as well as learning exchanges where they can share experiences and challenges.

**Catalysing Change:** we'll use evidence to motivate and press governments to reform the way they care for children. This will involve leading targeted research and advocacy campaigns to identify and tackle the drivers of institutionalisation, promoting accountability by tracking and highlighting progress, and influencing international funding, programmes and policy.

**Demonstrating & Innovating:** Building on our heritage of successful programmes showing how care systems can be reformed, we'll use what we've learnt in the past to support partners with their own reform efforts. Over the next two years, as we complete our current country demonstration work in Eastern Europe,



we'll identify programmes in new regions – building expertise and evidence of what good care reform looks like in new and challenging contexts, particularly for those children that typically get left behind.

**Purpose of the position:**

Working closely with the Operations Manager, the Operations Assistant will cover the following key areas; (i) provide high quality administrative support to the Head of Operations; (ii) support the Operations Manager with global operations projects, (iii) support the Compliance and Projects Manager with the administration of the Project Management Office (PMO) (iv) support effective operations in the UK including managing corporate email accounts, recording incidents, contract management, health and safety, staff wellbeing and all those other administrative tasks related in order to provide a high quality service for all our Lumos colleagues.

**Fundamental objectives of the tasks/functions of the position:**

- Support the Head of Operations and Operations Manager with the European Closure project, undertaking key administrative tasks relating to office closures and supplier negotiations
- Manage the corporate email account, keeping effective records and escalating concerns where required
- Support maintenance of the contract management system, including tracking contract renewal.
- Support the effective recording and tracking of incidents relating to staff safety and security.
- Support the Head of Operations by arranging the necessary meetings (interviews, unit meetings etc.)
- Supporting the Operations Manager with effective office management.
- Provide administrative support with key induction and training activities related to health and safety/safety and security.
- Supporting staff wellbeing initiatives.
- Undertaking reports on key areas.
- Supporting the Compliance and Projects Manager with administrative requirements of the Project Management Office.

**Other Responsibilities:**

- Attend and take minutes of meetings as needed.
- Assist in the coordination and delivery of projects as directed by the Head of Operations
- Undertake any other operations support tasks and services as directed.
- Comply with all Lumos policies, including but not limited to the Safeguarding Policy, the Procurement Policy, the Anti-Bribery Policy, and the Information Protection and Confidentiality Policy.

**Scope:**

- The workload will be variable, and flexibility is essential to respond.
- This position description should be considered within the context of a developing and evolving environment and therefore the responsibilities described herein may be adapted to meet changing needs.



## **Candidate specifications:**

### **Skills, Experience and Qualifications:**

#### **Essential**

- Experience in providing administrative support to a small team with limited resources.
- Good level of computer skills (Microsoft Word, Excel, PowerPoint and Outlook)
- Ability to be flexible, adapt to changing environments and show a can-do attitude
- Experience delivering projects and processes from start-finish
- Experience in managing email accounts and/or stakeholders
- Good knowledge of written and oral communication in English
- Experience in the maintenance of operations systems and processes
- Strong organisational and logistical skills to ensure that activities are planned and carried out effectively
- Confident in communicating with employees at all levels, as well as with visitors, suppliers, and other key stakeholders.
- Ability to prioritise work based on your own initiative to meet deadlines, with a minimum of supervision
- Outstanding interpersonal skills, with the ability to work in a collaborative environment with a variety of stakeholders, including suppliers.
- Ability to build relationships with people from a variety of backgrounds and cultures.
- GCSE Maths and English (Level 2) or equivalent.

#### **Desirable**

- Experience working in an international context
- Experience in office management
- Experience in minute taking
- Knowledge and understanding of project management tools and techniques
- Experience in supporting wellbeing strategies

### **Safeguarding statement**

Lumos recognises that the rights of safety and security are aligned with its core mission of ending institutionalisation. Effective and robust safeguarding sit at the heart of our mission and values, and accordingly, Lumos is committed to ensuring the safety and protection of children and vulnerable adults in all its work. We expect all staff, associates and volunteers to share this commitment. Lumos will carefully screen all applicants and any offers of employment are subject to appropriate employment and background checks, as well as suitable references from previous employers



Lumos is committed to ensuring the safety and protection of children and adults at risk in all of our work. All staff and associates must:

- Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility.
- Ensure work complies with all safeguarding policies and procedures that apply to the role.
- Ensure that their behaviours and actions support the safeguarding of children, young people and adults at risk as appropriate.

### **EDI Statement**

Lumos is wholly committed to equality, diversity and inclusion and against all forms of discrimination. We are committed to creating and sustaining a positive working environment that encourages, supports and gives a voice to all, so that we can best support the children we serve. We must ensure that all staff are equally valued, included, empowered and respected across the organisation and in everything we do. Lumos is fundamentally built on diverse, multi-national and multi-cultural teams. This is something we cherish as a key strength and an integral part of our identity. Our organisation values and celebrates the diversity, culture and experience of each member of staff, provides equality of care and support to everyone.

We pledge to listen carefully, to educate ourselves continually, to promote open dialogue, and to seek out and deal with discrimination and prejudice wherever it occurs in Lumos.