# Operations Coordinator

**Reports to**: Head of Operations and People

**Based:** London, with potential for travel around the UK. Hybrid working will be considered

**Salary:** £26, 039

**Hours:** 35 Hours (equivalent to 5 days a week)

**Contract Type:** Initial 6-month contract, with potential for extension

**Pension:** 10% employer contribution

**Holiday:** 26 days per year (pro rata for part time or short-term contracts)

# About Attitude is Everything

We are a charity that connects disabled audience members, performers, employees and volunteers with music and live event industries to improve access together.

Through our work:

* Disabled people lead the change.
* Industry professionals learn from real-life experience and expertise.
* Barriers are identified and removed.
* Good practice is celebrated and rewarded.
* More disabled people play their part in music and live event industries.

We have been working with the UK’s music and live event industries for over 20 years and increasingly work internationally. Attitude is Everything is a highly trusted ‘brand’, attracting a wide range of industry partners who now work with us to achieve our goals.

As a disability-led charity, we welcome applicants from all backgrounds, and work with employees to meet any access requirements.

**Please note, as this role is partly funded by our National Lottery Funded Beyond the Music Programme to get more disabled people working in the music and live events industry, this role is reserved for candidates who consider themselves to be Deaf, disabled, neurodivergent or have a long-term physical or mental health condition.**

# Purpose of the role

The purpose of this role is to provide support across Attitude is Everything’s work by:

1. Acting as triage for all general phone and email enquiries that come into the organisation, working with the team to create and send standard responses to regular enquiries and judging when to pass an enquiry onto another team member.
2. Providing administrative support to our training and consultancy services (for example, creating, logging and sending project proposals, logging invoices, following up on payments and coordinating dates for training sessions).
3. Supporting internal communications (for example, updating shared documents and internal platforms, scheduling internal meetings).
4. Acting as floating project support across the team (including Beyond the Music, Next Stage, Audiences and Industry).

We believe this is a fantastic opportunity for an emerging disabled professional to learn a great deal about the work that takes place across Attitude is Everything whilst providing vital support for the team.

As a disability-led charity, we welcome applicants from all backgrounds, and work with employees to meet any access requirements.

**Equality and diversity**

We are an equal opportunities employer and as such promote the efficient, effective, fair and consistent recruitment and selection practices for all staff. It is our policy to recruit the best person for each vacancy regardless of age, disability, race, class, religion and belief, sex, sexual orientation, gender reassignment, pregnancy and maternity or marriage and civil partnership.

As an organisation we value difference, and recognise the value that different backgrounds, skills, outlooks, and experiences of individuals bring to the organisation.

**Job shares**

We are open to discussing job shares or flexible hours as part of this role. Please let us know if you'd like to request this within your application

**Please note:** We commit to making reasonable adjustments to enable the successful candidate to succeed in the role. However responding to phone enquiries is an essential element of this role and, were an adjustment required around this, it would need to be delivered in a way where the postholder was still managing phone enquiries.

# Responsibilities & duties

**Acting as triage for all general phone and email enquiries that come into the organisation**

* Monitoring Attitude is Everything’s general enquiry inbox and responding to or referring on any enquiries that come in.
* Answering any phone calls that are received within the organisation between 10am and 5pm on the two days a week our telephone lines are open.
* Picking up and managing answerphone messages
* Working with the team to build a library of template email responses to deal with the majority of standard enquiries.
* Creating a log of Frequently Asked Questions to enable the postholder to build their access knowledge and manage most enquiries.

**Providing administrative support to our training and consultancy services**

* Carrying out administrative tasks around the development and maintenance of Salesforce.
* Management of client enquiries, follow ups and reporting.
* Supporting the smooth running of our training provision, including booking sessions, freelance trainers and travel provisions.
* Logging project proposals and invoices on Salesforce and QuickBooks.
* Invoicing for project work through QuickBooks.
* Chasing outstanding invoices.

**Supporting internal communications**

* Scheduling internal meetings including team strategy meetings, board meetings and internal team training.
* Carry out administrative tasks around the development and maintenance of Asana, Salesforce and SharePoint.
* Working with the Head of Operations & People to ensure we have an up-to-date timeline and filing system.

**“Floating” and general support**

* Where needed, provide additional support to our projects (e.g. if there is an event or a key project).
* Collaborate across the organisation on strategic campaigns, cross-organisational projects, organisational timelines and the implementation of our annual activity plan.
* Where appropriate, represent Attitude is Everything at conferences and other events, including networking, presentations and workshops.
* Support and cover for colleagues where capacity requires.
* Contribute to the strategic direction of the organisation.
* Any other reasonable tasks as directed by your line manager.
* The duties of the post could vary from time to time because of new legislation or policy changes, in which case appropriate training may be given to enable the post holder to undertake any new or varied work.

# Person Specification

* Identify as being Deaf, disabled, neurodivergent and/or having a long term physical or mental health condition.

**Acting as triage**

* Ability and willingness to answer the phone and engage compassionately and supportively with other disabled people.
* Ability to write effective and concise emails and create template responses.
* An understanding of the barriers disabled people face when accessing the music and live events industry as audiences, professionals or volunteers and willingness to develop your knowledge about common practical solutions.
* The ability to judge when to escalate issues or enquiries to someone else in the team.

**Administrative and project support**

* Experience of using Salesforce, Asana and SharePoint or transferrable skills in similar customer relationship management, project management and document management platforms
* Strong organisational skills
* Ability to prioritise your workload
* Ability to form positive working relationships with volunteers, colleagues and external organisations as required.

# Expectations of all staff at Attitude is Everything

**These are expectations we have for all our roles at Attitude is Everything. You will not be asked to directly demonstrate this on your application, but we may not take your application further if your application or interview give us a reason to believe you do not meet these standards.**

**We expect staff to:**

* Treat colleagues, audience members, trustees, live events industry professionals and everyone you meet through your work in the charity in a fair and respectful manner.
* Support equity and inclusion for anyone who experiences barriers of discrimination due to any protected characteristic under the Equality Act.
* Maintain professional boundaries with colleagues, live event industry professionals and any volunteers who you meet through your work in the organisation.
* Approach your role with honesty and integrity and avoid using your connection with the charity for personal gain or that of family or friends.
* Be able or willing to learn to use the software we use for work and monitoring (specifically Microsoft Office, Microsoft Teams, Salesforce and Zoom.)
* Maintain trust and confidentiality, including avoiding sharing details of confidential conversations on social media.
* Be passionate about removing barriers that prevent disabled people from accessing the Music and Live Events Industry.
* Avoid negative or patronising stereotypes or assumptions about disabled people or treating any one impairment as more ‘important’ than another.
* Support our aim of being a ‘critical friend’ to the industry – giving honest feedback in a positive and constructive way.
* To abide by our policies – particularly around Equality and Diversity, Anti-Bullying and Harassment and safe working practices.

# Application Process

We’d like you to apply by providing us with your CV and answers to the questions in the Application Questions document in a way that you feel most comfortable with. This could be written, in video or audio form. We will review your application based off the Application Questions alone so please do not feel that you need to create a bespoke CV for the role.

You can find out more about recruitment at Attitude is Everything, how we assess applications and how we make decisions in the attached document.