

# Julie's Bicycle

CREATIVE • CLIMATE • ACTION

## OPERATIONS COORDINATOR

Julie's Bicycle (JB) is seeking outstanding candidates for an Operations Coordinator role in our pioneering non-profit that mobilises the arts and culture to take action on the climate crisis. This role supports the Operations Manager to manage day-to-day operations, ensure the smooth running of the organisation, enhance systems, and support the Directors and team. A key position within the organisation, the person in this role will gain valuable insight into how a non profit operates, as well as a rare opportunity to learn from a variety of programmes and skill sets within the culture-based climate action space.

### ROLE SUMMARY

**Job title:** Operations Coordinator

**Contract:** Full-time, Permanent contract

**Location:** Hybrid working: office base is at Somerset House, London (\*)

**Salary:** £28,000 p/a

**Reporting to:** Operations Manager

**Start date:** ASAP (dependant on notice period)

**Normal hours:** Working hours are 9.30am - 5.30pm, Monday – Friday (*requests for flexible working hours will be considered*)

### Other:

- Annual leave is 25 days per year (pro rata) plus standard bank holidays
- Cultural entitlement of £250 per annum (pro rata) to spend on arts/ cultural events & activities
- All employees are able to claim 1 hour a week for personal wellbeing
- Pension scheme enrolment and 6% employer contributions (reviewed annually)

(\*) Staff work in a hybrid model of in-person and virtual, with regular 'full-team' in-person days. Our standard arrangement is a minimum of 1 day in the office per week. Access to desk space is always available to staff who can't or don't want to work from home. **This role is responsible for office management so must maintain a degree of flexibility.** Our office is in the iconic Somerset House in London, on the banks of the Thames.

If you would like this application pack in a different format (e.g., large print or audio file), please email [recruitment@juliesbicycle.com](mailto:recruitment@juliesbicycle.com) or call 0208 746 0400

## ABOUT JULIE'S BICYCLE

Julie's Bicycle (JB) is a pioneering not-for-profit organisation, mobilising the arts and culture to take action on the climate, nature and justice crisis. Founded by the music industry in 2007 and now working across the arts and culture, JB has partnered with over 2000 organisations in the UK and internationally. Combining cultural and environmental expertise, JB delivers high impact programmes and policy change to meet the climate crisis head-on.

## OUR WORK

Our work includes leadership development; policy development; research; strategic partnerships; in-depth consultancy, training, and a range of ground-breaking projects. A commitment to climate justice underpins our work. We provide the creative community with the full range of tools, knowledge, and inspiration to act, and we run a rich programme of events and advocacy.

JB runs a set of closely connected programmes of different types, lengths and scales. From our Music Programme to our Creative Climate Leadership Programme; our work across the cultural sector through Creative Green Projects and Partnerships to our partnership with Arts Council England, explore our work here: <https://juliesbicycle.com/our-work/>.

This is an exciting time to join a rapidly expanding team of 22 employees and additional external associates who, together, represent a unique mix of arts, culture, scientific, environmental and digital expertise.

**We encourage people from any background to apply for this post. We are committed to creating a workforce which is representative of our society, and to bringing together those with a variety of skills and experiences to help shape what we do and how we work. We are particularly keen to hear from people of colour and those who self-identify as disabled.**

## THE OPPORTUNITY

Julie's Bicycle is looking for an exceptional Operations Coordinator who will be proactive, highly organised and personable, with great all-round administrative skills. You will have an interest in environmental sustainability and the arts and culture, and be excited about working in a thriving team at the heart of the cultural response to climate change.

You will provide skilled day-to-day support to a busy and inspiring team, and be a first point of contact for Julie's Bicycle. You will play a key role in finance administration, office management, and supporting online events, and support our Operations Manager on a wide variety of tasks including scheduling and travel logistics. This role is central to the smooth-running of the organisation: you'll join an enthusiastic and motivated Operations team and be involved in developing, implementing and maintaining our administrative and operational processes.

## KEY RESPONSIBILITIES

### General administration

- Act as the first point of contact for general enquiries to JB: screen emails, phone calls and post: direct and distribute these to other team members or respond directly.
- Act as the 'go to' person for general administrative queries from the team: maintaining a supportive and helpful approach at all times.
- Proactively support the development and maintenance of administrative processes and systems.
- Arrange and service internal and external meetings for the team, providing minutes and follow ups where required.
- Make venue, travel and accommodation arrangements for the Directors & the team.
- Schedule meetings for the Directors or other team members.
- Lead on researching, developing and implementing JB's own Environmental policy & action plan in relation to operations.
- Leading recruitment administration and onboarding new team members.
- Undertake research and projects for the Operations Manager, and other team members as required.
- Respond flexibly and swiftly to changing administrative priorities.

### Financial administration

- Lead on expenditure tracking by managing the accounts payable email inbox, logging incoming expenditure invoices and obtaining coding and approvals.
- Coordinate credit card transaction processing by logging and monitoring.
- Liaise with team members on day to day finance queries.
- Backup trackers on a monthly basis.
- Attend weekly finance meetings.
- Other financial administration as required.

### Office & IT

- Lead on the management of JB's office, ensuring that the office is a comfortable working environment and equipment is maintained. Be the first point of contact for Somerset House, facilities, and for office related issues.

- Lead IT service delivery within a hybrid working environment through coordination and optimisation of internal IT, security, maintenance and suppliers.
- Support on the logistics of blended office / at home working and monitor hybrid working policy / implement adjustments.
- Maintain JB's cloud filing system.
- Update & coordinate the JB intranet.
- Support on digital related projects, as required.
- Review and maintain compliance & communications around security, health & safety at work

### Events & Advocacy

- Coordinate the process and efficiently track all external speaker event invitations (including for the Directors) ensuring they are scheduled in calendars and speaker fees are received.
- Support the team & directors on logistics for speaker events or recorded presentations for events, as required.
- Prepare expense forms for the Directors, as needed.
- Support the Marketing & Events Manager on gathering event statistics and data.
- Provide tech and event support for programme webinars and in-person events, as required. (Full training will be provided).
- Lead on planning of team activities eg. socials, team days, team meets.
- Event process development and implementation (in collaboration with Marketing & Events Manager).

## EXPERIENCE AND SKILLS

### MUST HAVES

- Experience of being the first point of contact for a team or organisation, including fielding enquiries and queries, as a representative of an organisation
- Experience of coordinating small projects and internal or external events
- Experience working as an Office Coordinator, Administrator, Operations Assistant or similar role with transferable skills
- Experience of travel logistics and scheduling / calendar management
- Experience of developing and maintaining administrative systems or processes
- Confidence working with standard IT software e.g. microsoft office or g-suite
- Experience of basic financial administration
- Familiarity with IT equipment and applications, and virtual meeting software e.g. Zoom

Plus

- Outstanding organisational and time management skills

- Excellent attention to detail and accuracy
- Discretion and confidentiality
- Ability to prioritise, take the initiative, and work to deadlines
- Self motivated and able to work as part of a team
- Excellent interpersonal and communication skills
- Enjoyment of working in a fast-paced environment and ability to respond flexibly to changing priorities: a 'can do' attitude
- Active interest in the environment and culture / the arts, or curiosity to learn more about these areas

## NICE TO HAVES

- Experience working in administration in either the cultural or environmental sector
- Experience working in a charity or Non-Governmental Organisation (NGO)
- Experience of working on staff recruitment processes
- Experience of virtual production for basic online events
- Digital design skills

We know that sometimes the 'perfect candidate' doesn't exist, and that people can be put off applying for a job if they don't fit all the requirements. If you're excited about working for us and have most of the skills or experience we're looking for, please go ahead and apply, and also tell us what else you would bring to the team. You could be just what we need!

## HOW TO APPLY

If you'd like to apply, please visit our website [here](#) and complete the application questions and the equal opportunities monitoring form. Submit them by **midnight on Sunday 28th July 2024**.

If you experience any issues during the application process, please contact [recruitment@juliesbicycle.com](mailto:recruitment@juliesbicycle.com).

We are committed to being an Equal Opportunities Employer; we welcome applications from all suitably qualified persons regardless of their race, gender, disability, culture, religion/belief, sexual orientation or age.

Please note, this post is open to people who already have the right to live and work in the UK, as Julie's Bicycle is not currently in a position to sponsor a work visa.

Thank you for your interest in working at Julie's Bicycle.

