**Are you ready to take the first step into the world of Operations including facilities Management & Security?**

We are looking for a motivated and enthusiastic individual to join our team as an Operations Assistant. This is a fantastic opportunity to gain hands-on experience while working towards a nationally recognised qualification in Facilities Management.

**About the Role**

Within your role as Operations Assistant, you will play a key role in supporting the Operations & Security Departments with day-to-day operations, gaining practical skills and knowledge in all aspects of Operations and Facilities Management. Under the guidance of experienced professionals, you’ll develop expertise in areas such as Health & Safety, Compliance, Maintenance and Security.

**What We’re Looking For:**

* A genuine interest in pursuing a career in facilities management.
* Strong organizational skills and attention to detail.
* Excellent communication and interpersonal skills.
* Proficiency in Microsoft Office (Word, Excel, and Outlook).
* A proactive and positive attitude, with a willingness to learn and grow.

**What You’ll Gain:**

* A structured apprenticeship program leading to a recognised Facilities Management qualification (e.g., Level 3 ).
* Practical, on-the-job experience in a supportive environment.
* Mentoring from experienced Operations Manager.
* Opportunities for personal and professional development.
* A chance to make a real impact with operations and the organisation.

The Beatles Story is established as an immersive must-see visitor experience, that supports the wider Liverpool City region visitor economy, protecting and enhancing the Beatles' brand and sustaining its legacy in the birthplace of The Beatles for future generations.

For a full list of job duties and responsibilities, please see full job description below.

**How to Apply:**

If you’re ready to kickstart your career in facilities management and join a team that values your growth and development, we’d love to hear from you!

Please visit our website and fill in the application form: <https://www.beatlesstory.com/jobs/> by **Friday 3rd January 2025.**

​***Please note that any internal applicants will need to ensure that their immediate line manager is aware that they have applied for this vacancy.***

If you have any questions regarding this vacancy, please contact humanresources@beatlesstory.com

**Job Description – Operations Assistant**

**Job Title:** Operations Assistant

**Reporting to:** Operations Manager

**Rate of pay:** £22,422.40

**Contract** – Permanent: 35 hours, 5 days a week (3 days office-based and 2 days remote working)

**Closing date**: Friday 3rd January 2025

*The purpose of this job description statement is to describe the general nature and level of work to be performed by the employee(s) assigned to this job title. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. The Beatles Story reserves the right to revise this job description as necessary but will do so in consultation with the job holder at the appropriate time*.

**THE PERKS**

* 30 days Holiday Annual Leave (pro-rata)
* A travel pass for local public transport: trains, buses, and ferries.
* Birthday Holiday after 12 months of service – “Today it’s your birthday!” incentive.
* Length of Service Benefit – additional days holiday for every 5 years of employment.
* Raffles for free tickets to partner events.

**ROLE PURPOSE**

The Operations Assistant plays a crucial role in supporting daily business functions and maintaining the company's operational standards. This involves working closely with the Operations Manager and other team members to ensure smooth operation and efficiency. The ideal candidate is detail-oriented, organised, and proactive, with strong problem-solving abilities and excellent verbal and written communication skills.

**YOUR RESPONSIBILITIES**

1. **Assist in Daily Operations:**
* Task Coordination: Under the guidance of the Operations Manager, help organise, prioritise, and execute daily operational tasks. This could include scheduling, dispatching assignments, and tracking repair task completion.
* Workflow Management: Ensure that all operational processes are followed correctly, from start to finish.
* Compliance Support: Monitor adherence to company policies, quality standards, and industry regulations.
1. **Manage Audit H&S Records: As an Operations Assistant, you will be responsible for maintaining accurate records of company daily, weekly and monthly audit checks in digital formats, ensuring compliance with health and safety regulations.**
* Audit Check File Maintenance: Keep accurate records of company daily, weekly and Monthly audit checks in digital formats.
1. **Coordinate Communication:**
* Interdepartmental Liaison: Act as a point of contact for Operations, facilitating communication to ensure tasks are completed efficiently. Direct queries or issues to the appropriate team members to resolve them.
* External Communication: Coordinate communication with suppliers and contractors as required and ensure that all requests or complaints are handled promptly and professionally.
* Meeting Coordination: Schedule meetings and create agendas, including taking minutes.
1. **Process Improvement:**
* Identify Inefficiencies: Observe workflows and identify any inefficiencies, delays, or potential issues in current processes. Regularly communicate improvement ideas to the Operations Manager.
* Implement Solutions: Help test and implement new operational solutions, tools, or procedures that improve productivity or reduce costs.
* Monitor Performance: Track and report on the impact of any new process changes, providing insights on operational performance.
1. **Assist in Procurement:**
* Inventory Management: Track stock levels for operational items essential for the Operations and Security Departments and orders placed before supplies run low.
* Vendor Relations: Contact vendors for quotes, process purchase orders, follow up on deliveries, and ensure that orders are accurate and received on time.
* Expense Management: I assist in managing the departmental budget, ensuring that purchases stay within budget and follow company purchasing guidelines.
1. **Administrative and Ad Hoc Support:**
* General Office: Help with tasks that ensure smooth office operations, such as filing, ordering operational supplies, and maintaining a clean workspace.
* Ad Hoc Tasks: Take on additional tasks as assigned by management. This might include special projects, supporting other departments during high-demand periods, or covering for colleagues when needed.
* Confidentiality Maintenance: Handle sensitive information with discretion, ensuring that all confidential data remains secure and accessible only to authorised personnel.
* Manage Access Control: Ensure the management of company keys and fobs, including issuing new starters, editing, and removing them from the system.

**7. Keyholding Responsibilities:**

* As a keyholder, assist with Opening and Closing Procedures: Support the Security Team in covering the opening and closing of premises as requested

**APPRENTICESHIP**

You will undertake a 2-year apprenticeship in Level 3 Facilities Management alongside the Operations Assistant role, providing you with a unique opportunity for growth and learning.

The level 3 apprenticeship training programme develops the knowledge, skills, and behaviours required to develop, implement, maintain, and improve administrative services. It also supports progression to management responsibilities and develops highly transferable skills that can be applied in all sectors.

Including -

* 1. **Manage Documents & Records**
* Utilise technology to produce accurate records and documents, such as emails, letters, files, payments, reports and proposals.
* Share administrative best practices across your organisation.
* Maintain records and files, handling confidential information in compliance with your organisation’s procedures and regulations such as data protection, health and safety and compliance.
* Understand the purpose of your organisation and how it is affected by the political and economic environment.
	1. **Building Relationships & Communication**
* Build and maintain positive relationships with customers, suppliers and stakeholders.
* Become a role model to peers and team members, develop coaching skills and challenge others where appropriate.
* Demonstrate good communication skills, utilising face-to-face, telephone, written word and digital platforms to communicate effectively.
* Apply problem-solving skills to resolve challenging or complex complaints.
	1. **Manage Tasks, Projects & Priorities**
* Manage tasks, projects and priorities successfully to meet deadlines.
* Manage the expectations of colleagues at all levels.
* Set a positive example for others in the workplace.
* Make recommendations for improvements to working practice.
* Manage resources such as equipment and facilities.
* Organise meetings and events, taking minutes and creating action logs where required.
* Make effective decisions based on sound reasoning.
* Deal with challenges professionally, seeking advice from more experienced team members when appropriate.

**Please note more details regarding the apprenticeship can be provided upon request.**

**PERSON SPECIFICATION**

**Note to Applicants:** Essential requirements are marked with ‘E’ & Desirable criteria are marked with ‘D’

**Key to Assessment Methods:** A – Application, P Presentation, I – Interview.

| **CRITERIA** | **REQUIREMENTS**  | **METHODS OF ASSESSMENT** |
| --- | --- | --- |
| **Experience****Skills****Knowledge** | **Experience:** Previous experience in an administrative, operations, or security support role. (E)Familiarity with keyholding responsibilities and access control procedures is preferred. (D)**Technical & Administrative Skills:****Access Management:** Knowledge of managing physical keys, electronic access systems, and maintaining secure access logs. (E)**Organisational Skills:** Capable of handling multiple tasks efficiently, including managing schedules and maintaining audit documentation. (D)**Time Management:** Proven ability to prioritise tasks and meet deadlines. (E)**Office Software:** Proficient in Microsoft Office Suite (Word, Excel) for documentation and record-keeping. (D)**Communication:** Clear and professional communication with team members, management, and external personnel. Competence in drafting emails, procedures and reports. (E)**Compliance Knowledge:****Security Protocols:** Basic understanding of security best practices, including physical security measures and emergency response. (E)**Health and Safety Awareness:** Familiarity with health and safety regulations. (D)**Risk Identification:** Skill in identifying potential compliance risks within operational processes. (D)**Conducting Audits:** Ability to plan and execute internal audits to ensure operational processes comply with regulations. (D) | A, IA, IA, IA, IA, IA, IA, IA, IA, IA, IA, I |