

# Operations and Project Executive, at Eden Stanley

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## Role summary

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Terms	4.5 days per week, permanent
Remuneration	£30,000 pa. base salary
Bonus scheme	Eden Stanley's discretionary bonus scheme as provided
Location	Hybrid: Eden Stanley's office in Shoreditch with some home working
Reporting to	Director of Strategic Insight and Planning

## Eden Stanley

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Eden Stanley is an insight, strategy and creative agency for the non-profit sector. We help charities and international NGOs win campaigns, raise funds and change minds. Among our clients are some of the world's best-loved, and most effective, non-profit brands.

Current and recent projects include a global audience strategy for **Save the Children International**, communications strategies for the UK's consortium of refugee charities, and audience engagement strategies for clients including **Mind**, **PDSA** and **Parkinson's UK**. Right now, we're exploring volunteer motivations within the UK's largest post-war volunteering initiative, and how to mobilise the public on the housing crisis for **Shelter**.

Our founder and principal consultant Joe Barrell is considered a thought leader. His most recent book, 'Who Cares?', set the template for much of the communications practice in the sector today.

We were established in 2011 and have grown every year in terms of our turnover and the scale and scope of projects we're delivering. We've become the 'go to' agency in our field. Now we plan to grow still further, while always retaining the rigorous and actionable approaches to insight, strategy and creative that make us unique.

You can find out more about us, our clients, and our work at [edenstanley.co.uk](http://edenstanley.co.uk).

## Working with us

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If you love the buzz of a dynamic and creative environment, and want to work for a company that makes a difference, then this may be the role for you. You'll be part of:

- An expanding, friendly, switched-on team
- Exciting new projects coming through the door regularly

- A rapidly growing business
- Important projects that really make a difference in the world.

## Role purpose

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We are seeking a dynamic person who is great at helping to drive operational efficiencies in a fast-paced environment to be our Operations and Project Executive. You'll be at the centre of our day-to-day work, providing support to keep the company ticking like clockwork and delivering inspiring work. If you're super organized, love keeping things smooth, and thrive in a team that's all about making things happen, we want you on board!

## Key accountabilities

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### Project and Traffic Support:

Help us to deliver our projects brilliantly, by providing day to day project administrative support. You will be the go-to person to find out the status of our projects, with core responsibilities to:

- Keep our project tracking and information up to date, including using our project software to maintain our project scheduling (training given).
- Provide daily project support to the project delivery teams, helping to centrally coordinate project activities and provide administration support at key moments (such as when projects begin or end).
- Support key project meetings, including liaising with attendees, writing up agendas and assisting with contact reports.

Additionally, you will work with the team to:

- Help improve efficiency in our project management by providing administrative support for collating project information, such as time and budget spend, to help our projects run as planned.
- Communicate with our project clients, partners and suppliers when necessary to help facilitate key activities in our projects, such as kick-off meetings.

### Operations support:

You will contribute to us working like a well-oiled machine and to keep our communications, business processes and core functions running smoothly. You will be instrumental to our efficiency, with core responsibilities to:

- Help to manage our office and office-based technology, ensuring that everything is stocked up, working smoothly and compliant with safety standards.
- Help the team with financial administration, including support with activities around budget management, invoicing, and procurement processes.
- Keep our online directories and folders organised and up to date.

- Provide administrative support to the Principal, including diary management.
- Be a superuser of our customer database, keeping it up to date and organised.

Additionally, you will work with the team to:

- Support with internal communications within the company, helping to streamline our workflows and improve collaboration.
- Help with communications on our social media channels.
- Support our external communications and marketing to our customer and supplier network, including help with building and sending emails.
- Support with human resources tasks such as recruitment administration, onboarding of new staff and suppliers, and administrating contracts.
- Provide administrative support for activities related to our quality assurance management processes, including those related to our ISO:27001 accreditation.

## Person specification

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### Experience

- You'll have experience in an administrative, business management or project co-ordination role – and be looking to expand your skillset more broadly.
- You'll ideally have experience working in an agency or consultancy environment.

### Knowledge and skills

- An excellent communicator
- Write clearly and to a high standard
- Outstanding administration and project management skills
- Great at building relationships and servicing internal and external clients
- Strong knowledge of Microsoft packages, including MS Word and MS Excel
- A foundation knowledge of CRM software (e.g. HubSpot, Salesforce, Zoho)
- Experience working with a project management software (e.g. Asana)
- A degree or post-grad qualification in a relevant discipline is desirable.

### Personal attributes

- Thorough and organised, with a keen eye for detail
- Stickler for quality, able to set and work to high standards
- Can work at pace, through quick decision-making and multi-tasking
- Brilliant at getting things done
- Natural problem solver, able to use initiative and suggest solutions
- A team player, working with others to achieve results
- Commitment to progressive values and to social justice.