



# WE'RE SEEKING AN OPERATIONS ASSISTANT

If you want to play an essential role in the day-to-day operations of Matrix, whilst ensuring the team are all equipped to successfully carry out their roles, then we'd love to hear from you!

**JOIN US IN THIS NEW ROLE!**

[MATRIXTRUST.COM](https://matrixtrust.com)

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Matrix | Allen House Pavilion, Guildford, Surrey | 01483 574900

Dear Applicant,

Thanks for your interest in joining the Matrix Family.

### **Why Matrix?**

We're a fun team who work hard to achieve the aim of catalysing change for young people across Guildford Borough. We're passionate about building long-term relationships and providing activities within schools and the community that nurture, inspire, connect and empower young people, helping them make the most of their lives.

Right now, post-covid, we are responding to the needs of young people by consolidating our established projects and continuing to develop new ones as the need arises. We're looking to add to our team with passionate people who are keen to invest for the long-term, willing to put in the energy needed to make a tangible difference.

### **Why Guildford?**

Don't be put off, thinking there are no needs amongst young people in Guildford, it's not what it seems on the surface. The needs of young people here are very real, amongst those who have, and those who don't - from mental health issues, to social isolation and from a lack of opportunities to poor life skills, for young people in Guildford life can be tough.

Most years we work with over 500 young people on a regular basis, providing in-depth support for needs ranging from mental health to social and emotional development, and work with 500+ other young people across a range of activities and provision. The last few years have obviously been challenging for everyone, with Covid-19 taking its toll, especially so with regard to young people's mental health and wellbeing - making this role even more vital. Take a look at our latest newsletter online to read some of our young people's stories!

### **Where does this role fit?**

This is a brand new role at Matrix within our Support Team. The post holder will be responsible for supporting the wider team with a variety of operational tasks.

### **Come and join the adventure!**

Thanks again for taking time to look at our vacancies and I hope that you consider applying to become part of our growing team.

Kind regards,



Misty, CEO



# OPERATIONS ASSISTANT

## OVERVIEW

Matrix are a Christian organisation that deliver essential youth work to young people from all walks of life in schools & communities across Guildford Borough.

**We're excited to offer a new position as an Operations Assistant to join our Support Team.**

*The post-holder will be expected to support the organisation through utilising our database, maintaining office systems, and generally helping the wider team carry out their roles to the highest quality possible.*

**Hours: 22.5 hours per week | Salary: £21,000 - £24,000 pro rata (depending on experience)**

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# Role Description Operations Assistant

*This is a brand new role that would suit an organised and detail oriented individual who wishes to use these skills to support vulnerable young people across Guildford Borough.*

## **What would I be doing?**

The role of Operations Assistant is essential to the efficient and effective day-to-day work of the organisation, ensuring the team are well equipped to successfully carry out their roles and helping the organisation to support the optimum number of young people to the highest possible quality. Whilst you will have specific areas of responsibility (see below), you will also be expected to contribute towards the wider vision of Matrix Trust, as appropriate.

## **What do we expect from you?**

You will be expected to maintain the systems and processes currently in place, supporting the Board of Trustees, SLT and wider team to deliver their roles effectively. The post holder will be hard-working, effective at managing a large and varied workload and a team player. There are two key areas of responsibility:

### **Office/Building Support**

- Maintain and, where necessary improve, office systems.
- Proactively ensure the building is clean, tidy and maintained to a high standard, liaising with SLT and external contractors where necessary to achieve this.
- Proactively purchase and restock staff refreshments, ensuring a ready supply at all times.
- Proactively ensure physical and digital notice boards are kept up-to-date.
- Support the team in utilising the G-Suite and printing facilities.
- Act as the first point of contact for all internal and external queries, ensuring that emails, phone messages and postal enquiries are responded to promptly.
- Support the Executive Assistant in their role as Fire Marshall, Health and Safety Officer, and GDPR lead.
- Prepare rooms for team meetings and events, as required.
- Support the wider team with occasional administrative tasks, as required.
- Provide occasional administrative support to the Board of Trustees and SLT, as required.

## Human Resources Support

- Utilising our HR database, maintain accurate, organised and confidential HR records.
- Liaising with Line Managers, administer the annual leave and sickness process. Liaising with the Designated Safeguarding Lead, administer the DBS process. Support SLT by administering the recruitment and induction processes.
- Support SLT by administering the team performance processes, including probations and appraisals.

Coordinate and book staff training, ensuring all regulatory requirements are met.

## Team Expectations

Matrix is a small, established, but fast evolving and growing charity and there is therefore an expectation on all staff to be proactive and a fully-invested team player, supporting others in their busier seasons and the charity as a whole across the year.

The team are predominantly practising Christians, working from within the Christian ethos. We pray together regularly as a team, and encourage all team members to participate in these times.

### **We expect you to:**

- Fit in with our core values, to be: positive, relational, innovative, collaborative and fun
- Be committed to and passionate about the mission to catalyse change in young people's lives
- Be a pro-active member of the Matrix team and get involved in projects which benefit the mission of Matrix (e.g. fundraising activities/events)
- Work across agencies and Matrix teams

This role is office-based, however occasional home-working may be arranged with your Matrix line manager. Due to the nature of the charity and role, you may be expected to work occasional evenings or weekends to support the wider work of the charity.

### **What we offer you:**

- Five weeks paid holiday, plus bank holidays.
- An additional three days leave when the office shuts between Christmas and New Year.
- Training that develops your skill base (as needed).
- Flexible working arrangements, where possible.
- A nurturing and supportive team.
- A staff discount in the Hideaway Café.

**Hours: Part-Time, 22.5 hours pw (flexible but ideally spread across five days)**

**Salary: £21,000 - £24,000 pro rata (depending on experience)**

# Who are we looking for?

## ESSENTIAL

- Able to follow instructions and work well within pre-set boundaries.
- Confident using own initiative and working independently.
- Experience of administering office systems and operational systems
- Experience of administering HR processes.
- Experience liaising with external contractors and organisations.
- Excellent phone manner.
- Highly organised and logical, with an eye for detail.
- Comfortable working within a fast-paced environment, able to prioritise and respond flexibly to a mixture of needs as they arise.
- Approachable and able to relate to staff, volunteers and other Matrix stakeholders in a friendly and professional manner.
- A fast learner and problem solver, with a 'can do' attitude.
- Excellent IT skills.
- Educated to A Level (or equivalent), with a minimum of grade C in English and Maths GCSE.
- Agrees with, and is able to support the ethos of the Matrix Trust.

## DESIRABLE

- Familiar with the GDPR.
- Familiar with current HR practices and legislation.
- Educated to degree level, preferably in a related field.
- Experience of working within a charity and with a Board of Trustees.
- Experience of building maintenance.
- Experience of working with young people.
- Familiar with G-Suite.
- Familiar with Breathe HR.
- Comfortable developing new processes, as required.



# JOIN OUR GROWING TEAM!

## HOW TO APPLY

To apply for this post, you just need to do 2 things:

1. Complete our **Application Form**
2. Email it to **[hr@matrixtrust.com](mailto:hr@matrixtrust.com)**

Any questions, just give Misty a call: 01483 574900

**All applications for this role must be in by:**

**12pm on Friday 25th November**

**We are accepting applications on a rolling basis.**

**Start date: ASAP**

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