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| **Job Title:** | Operations Assistant | **Contract/Dept:** | Operations |
| **Reports To:** | Operations Manager | Reports: |  |
| **Location:** | Hybrid | **Post Holder:** |  |
| Created By: | ERP Practice & Operations Manager | **Date Created:** | 24/01/2025 |
| Owner: | Georgia Green | **Line Manager:** | Georgia Green |

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| Inciper values:  We believe in working with our clients, not for them. By working in a more personal way, we can support organisations across an entire programme lifecycle, securing buy-in from the right stakeholders and responding to developments as they happen. Inciper has a proven record of delivering strategy development, delivery frameworks and operational support that drives business value – on time and within budget.  Inciper work differently because we think differently. Since launching, Inciper has had one vision – to be the go-to consultancy for organisations looking to benefit from improved ways of working powered by Microsoft technology.  This vision feeds into everything we do and is instrumental to the flexible, agile, outcome-focused approach we adopt in all our projects. In other words, if what we are doing does not deliver a direct value for our clients, we question why we are doing it.  There is no reason for business leaders to have to wait months and sometimes years to see any value from their Microsoft Business Application investments. Our approach enables clients to see progress from day one and realise ROI quicker. |

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| **Job Purpose:** |
| Inciper are comprised of a team of talented and self-motivated individuals that strive towards delivering and supporting exceptional solutions for our customers. We are looking for a highly motivated administrative assistant looking to develop their skills and knowledge within a Professional Services organisation to support the Operations Manager in the delivery of our operations cycle within the business.  Working with the Operations Manager, you will be expected to contribute to reporting, data entry and analysis (including essential daily, weekly & monthly processes, month & year end processes, collaborative reporting across practices with relevant stakeholders, and a multitude of reporting activities). In Operations, we work closely with many other practices leads and departmental heads. This includes Project Delivery, Sales, Finance, HR and the technical practices (ERP, CRM &TPS). The administrative assistant will provide support to Inciper’s operational stakeholders as needed, including collaboration with the Operations Director and Finance Director to ensure the ongoing integrity of the financial data and reporting processes.  Being the first point of contact for any business operations reporting and data queries within the organisation – whilst also providing general support to the operations lifecycle, the administrative assistant will gain a thorough knowledge of our systems and styles of reporting from the Operations Manager. Working collaboratively and creatively is an essential skill for the administrative assistant, as new ideas and ways of working are always openly received to enhance and improve the lifecycle processes. Critical daily responsibilities will include timesheet management, new worker set up & onboarding (including permanent and associate/contractor staffing), engagement creation and management, absence management, business contract creation. All these tasks will require a level of confidentiality due to the nature of information being shared/obtained by the business and individuals, therefore accountability is key.  Designed with business and personal progression in mind, the intention is to successfully onboard our new recruits and to expand on the talents and skills across all employees at all levels within Inciper. |

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| **Key Tasks:** |
| * Daily, weekly and monthly operational tasks within MS Excel   + Data entry   + Timesheet management   + New worker & new engagement creation   + Absence management   + Contract creation * Month end & Year end responsibilities, supporting the Operations Manager and Director   + Data entry   + Financial reporting   + Data analysis * Competently navigating DevOps Azure & PowerBI * Working as a team and an individual when required * Microsoft Office skills – Outlook, Word, PowerPoint * Ability to present written and verbal information simply and clearly in a range of formats * Experience managing multiple tasks and priorities in a busy environment * Supporting all colleagues regarding data queries * Experience working well with colleagues at all organisation levels |

## **Person Specification**

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| **Job Title:** | Operations Assistant | **Department:** | Operations |

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|  | **Essential** | **Desirable** |
| **Education** | 2 years Data Entry / Admin experience OR relevant Degree / A levels |  |
| **Skills & Knowledge** | * Data oriented mindset * Data entry & analysis * Planning/organisational attitude * High level of integrity * Attention to detail and pride in delivering consistently accurate and high-quality work * Excellent time management | * Self-starter with a proactive approach * Confident in both written and spoken communication |
| **Experience** | * Data entry * Analysing and building reports * Microsoft excel | * Visualisation of data for interpretation by colleagues of differing levels of technicality * Use of DevOps Azure and PowerBI |

*Please Note:*

*All details are provided for guidance only; they do not necessarily limit the responsibilities and accountabilities of the job. Full details of employment terms are provided within offers of employment, and appropriate policies within the Company.*