

Operations Support Coordinator





About us

Faerfield helps solve key leadership challenges, enabling organisations to build teams that deliver better services. We support organisations to acquire new senior talent on both an interim and permanent basis, whilst supporting them to maximise the performance of existing colleagues. We focus on the behaviours, values and attitudes which define effective 21st century leadership – whatever someone's background.

Over the last three years we have established ourselves as trusted partners to local government and the wider public and not for profit sectors. Our relentless focus on high quality engagement with everyone that connects with our business has helped to fuel our growth. We are human beings, so we don't always get it right, but we understand that building relationships of trust with those we work alongside, creates long term value for everyone.

To continue our journey and help more people, we are looking for new colleagues to join us. As you might expect, we are open minded about people's backgrounds. We believe that attitude, values and behaviours are more important drivers of success than simply skills or knowledge which can be learnt or experience that can be gained in the right environment.

Why join us?

- You'll join a team that works together, with a sense of common purpose. We strive to always support each other to thrive, not just as employees but as people.
- We believe in individual talent, and we will put trust in you and help you fulfil your potential. We also recognise the importance of a team in delivering success, and you will have the opportunity to learn from successful, highly rated colleagues with decades of experience to share.
- We use an agile business model, offering you the opportunity to work in a way that suits you. We will give you everything you need to comfortably work from home; however, we also have modern, practical workspaces in Birmingham and central London that you can also use.
- You will be working with some of the highest profile leaders across the local government and not-for-profit sectors, helping our clients build high performing executive teams. As a result, you will be helping to make positive change in communities across the UK.
- You will be able to contribute to the growth of a successful, compassionate business that prioritises people over profit. We know that better decision-making comes when different voices are heard. Your input, knowledge and experience will be valued and encouraged from day one.
- We believe in the principles of social value and provide opportunities for everyone in the business to contribute to wider society in a variety of ways.
- Our clients come from all walks of life and so do we. We are looking for great people from all backgrounds and experiences to enrich not only our work, but our lives. If you share our values and want to make a difference to people across the country. Faerfield is the place for you.



Role Profile

Role:	Operations Support Coordinator
Reporting to:	Operations Manager
Salary:	Up to £25,000 depending on experience
Location:	Agile with ability to travel to either Birmingham or London

Purpose

As part of the Faerfield operations team, provide and coordinate high-quality administrative and central business support to the Executive Interim practice, and the wider business. Ensure that assignments and projects are delivered to our clients to the highest standards whilst liaising with candidates and third parties in a timely and effective way, demonstrating our commitment to an outstanding customer experience.

Progression

This role provides an opportunity to gain a sound understanding of Faerfield and a chance to grow with the business. For the right person, a promotional move into one of our specialist business areas is possible.

Priorities

- Demonstrate and live the Faerfield key behaviours and ways of working and contribute to the overall development and success of the organisation.
- Lead, control and coordinate all administrative activity for the Executive Interim practice including (but not limited to):
 - Processing key assignment, client, candidate, financial and billing information ensuring it is up to date across all systems including CRM (Invenias), Evertime and Master Vendor Platforms
 - Produce and manage interim contracts including documents and information required to enable the administration, finance, and billing teams to execute contract onboarding compliantly and smoothly for both clients and candidate
 - Manage and maintain all interim processes, supporting clients and candidates with queries and liaising with our third-party supplier Aristar to ensure accuracy at all times and enable the delivery of the monthly interim payroll on time.
 - Process candidate registrations, compliance documentation and references ensuring compliance with our internal protocols, GDPR and UK legislation across our systems as required
 - Prepare documents including interim candidate CV's on behalf of the Partner and Consultants to the highest standard to support the presentation to clients.
 - Provide effective management and accurate control of master vendor contractual and financial arrangements including Matrix, Comensura, Guidant, Pertemps and Bloom.



- Manage the Executive Interim and other e-mail accounts on a day-to-day basis, responding, updating, forwarding and filing as appropriate.
- Support the creation and placement of adverts for interim assignments on the Faerfield website and LinkedIn.
- Work with the Operations Manager taking a key role in delivering high quality administrative and central business support to Faerfield, including:
 - Faerfield's accounting processes (inward and outward invoicing and credit control).
 - Managing our relationship with procurement frameworks including management reporting, rebates and contract management.
 - Implementation, management and ongoing review of Faerfield's internal quality assurance, policies, procedures and audit function.
- Act as first point of contact, for inbound communications from candidates, clients and third parties, (via telephone, e-mail and Teams, redirecting as appropriate, taking and passing on correct information to deliver a positive experience to all.
- Provide effective diary management, scheduling meetings, candidate registration, update and care calls, client calls and interviews (including arranging candidate references and feedback calls) as required on behalf of the consultants and the Senior Leadership Team
- In consultation with the management team, develop and determine your own personal learning agenda in line with Faerfield's aspiration to deliver high performance through continual learning and growth.
- Perform such other duties not specifically referred to above but reasonably requested of you from time to time.

Attributes, skills, knowledge and experience

Faerfield is a growing company with an emphasis on ensuring the best possible experience for clients, candidates, partners and third-party suppliers. Whilst no prior experience in a recruitment organisation is required for this position as full training and development will be provided, a background and experience of working in an administrative and/or lead business support role managing and running day-to-day operations in a fast-paced environment would be advantageous.

We are more interested in your values, attitudes and behaviours and we want you to grow with us, developing and learning new skills to ensure consistent high standards and continuous improvement.

Essential

You will:

- possess strong relationship building skills and be able to build rapport with people.
- have excellent communication skills, both written and oral with the ability to speak concisely and with confidence.
- have excellent numeracy and literacy skills.



- be highly organised, flexible, adaptable and process driven, with the ability to recognise urgency and prioritise work appropriately.
- possess a commitment to maintaining high standards, producing quality work with a keen eye on attention to detail.
- be able to work at pace whilst also functioning effectively as part of a busy team.
- be self-motivated and possess high levels of initiative with a natural curiosity to constantly seek ways to improve.
- be collegiate in approach and willing to contribute to a positive culture and working environment which in turn supports high quality outcomes and success for our candidates and clients.
- have good working knowledge of MS Office applications (including Access (desirable)).

Desirable (but not essential)

- Previous experience in a recruitment environment
- Experience of working with a CRM database
- Experience of successfully building long-term relationships through the delivery of high-quality work.
- Knowledge of the public sector, its' structure and how it operates.

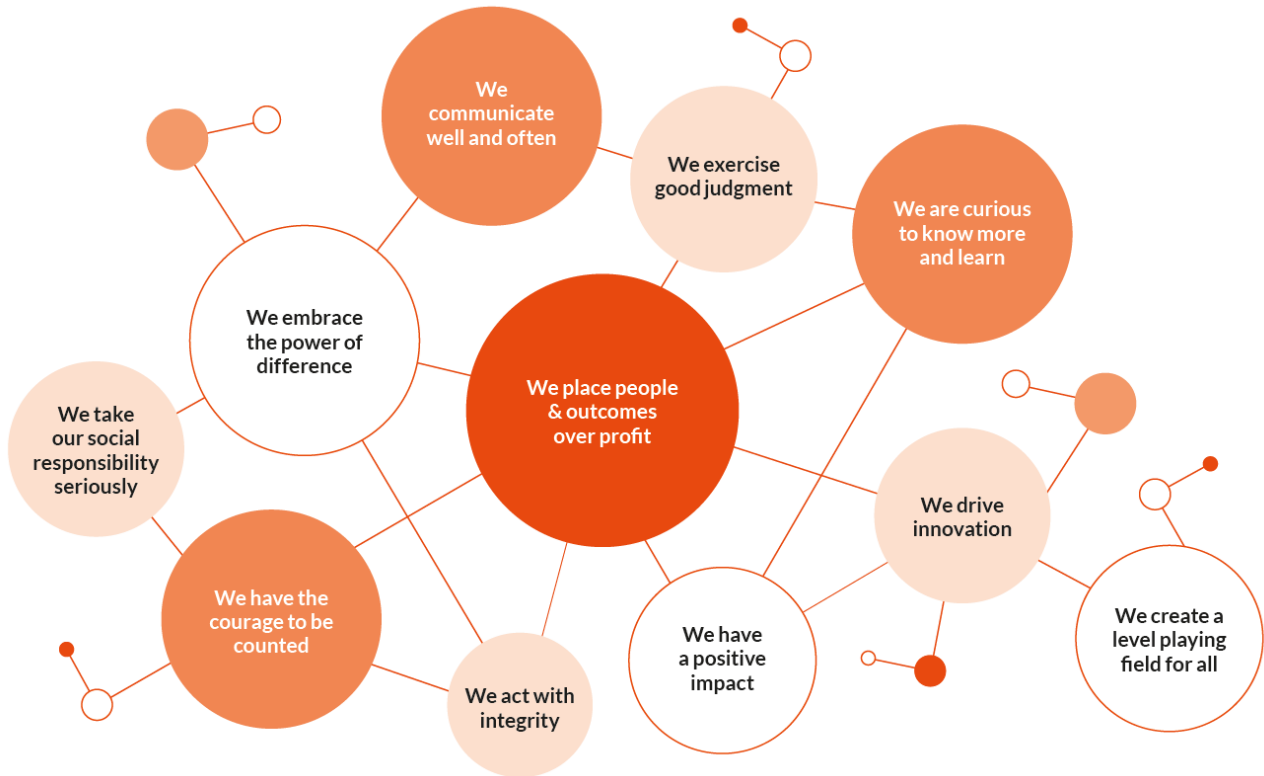
Our commitment to diversity & inclusion

We are committed to creating a diverse and inclusive team that respects and embraces difference. We know that the different perspectives our colleagues bring from different backgrounds helps to create a culture where everyone thrives, and which leads to the best possible service to our clients and all those we work with.

If you have a disability or health condition that requires accommodation or reasonable adjustments made during the recruitment process, please let us know by emailing: blucas-buckley@faerfield.co.uk.

The way we work

Our shared experiences have led us to believe in key behaviours or ways of working that we seek, respect and reward.



Please read our [Privacy Policy - Internal Recruitment](#) to understand how we will use your personal information during the recruitment process.

Main terms and benefits

Salary:	Up to £25,000, dependent on experience
Annual leave:	25 days plus bank holidays
Pension:	Up to 5% matched contribution
Loyalty days:	One additional day of leave added each year to your annual entitlement after each year of service up to a maximum of 5 days
Community days:	Up to two days for you to contribute to wider society. This might be your contribution to a charity or a local community group.
Additional reward:	All colleagues participate in additional reward schemes which recognise individual, team and company performance
Development opportunities:	We are committed to your personal and professional development and will consider supporting your study or training if it aligns with the Faerfield mission



Færfield

SEARCH
DEVELOPMENT
INTERIM