



JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Operations & Office Coordinator
REPORTS TO:	Head of Human Resources
LOCATION:	Hybrid with two days per week in London
DURATION & HOURS:	21 hours per week, flexible
SALARY:	£20,400 per annum (FTE 100% £34,000)

PURPOSE OF THE ROLE

The **Operations & Office Coordinator** plays a key role in supporting the effective running of our London office and broader organisational operations. This includes providing high-quality administrative, operational and coordination support across office management, executive support and core governance processes.

The role ensures that essential organisational activities, including office operations, governance coordination and administrative processes are delivered efficiently, consistently and to a high standard, enabling colleagues across the organisation to operate effectively.

KEY TASKS & RESPONSIBILITIES

1. Governance & Compliance Coordination

Support the effective administration of Board and Committee processes, including:

- ✎ Coordinating meeting schedules, logistics and the collation and distribution of Board and Committee papers
- ✎ Coordinate and quality assure the production of governance meeting records, using transcripts and AI tools to capture minutes, decisions and actions
- ✎ Support the coordination and delivery of the Annual General Meeting (AGM), including preparation of materials and meeting logistics
- ✎ Maintain organised and up-to-date governance records, ensuring documentation is accessible and appropriately stored
- ✎ Act as a coordination point for governance-related documentation, supporting compliance with internal and external requirements
- ✎ Provide administrative support for statutory and regulatory processes (e.g. Charity Commission and Companies House filings)



2. CEO & Senior Management Team Administrative Support

Support the Chief Executive and SMT with administrative coordination, including:

- ✎ Diary and meeting management
- ✎ Tracking actions from key meetings where required
- ✎ Preparation and formatting of presentations and reports
- ✎ Coordinate logistics for internal and external meetings, particularly those involving the chief Executive, Trustees and other senior stakeholders
- ✎ Arrange travel and logistical support for SMT and trustees where required

3. UK Office Support

Take ownership of the day-to-day running of the London office, ensuring it is organised, efficient and welcoming.

- ✎ Ensure that the office is a safe and healthy workspace that complies with UK health and safety regulations
- ✎ Coordinate with building facilities and fire wardens to ensure effective fire drills and safe fire evacuation of staff
- ✎ Act as the first point of contact for UK staff with facilities or premises-related questions
- ✎ Manage calls from the general enquiries option on our main telephone number
- ✎ Maintain office supplies and equipment; liaise with vendors and service providers as required
- ✎ Manage digital and physical filing systems, such as offsite archiving, ensuring documents are easily accessible and destroyed as appropriate
- ✎ Work with the Head of Human Resources to oversee the Core Budget.

4. IT Support Coordination

Act as the first point of contact for staff and Farm Africa's IT support providers for helpdesk, procurement and asset management matters.

- ✎ Support staff and coordinate with IT support to facilitate the escalation of unresolved IT helpdesk issues
- ✎ Manage IT supplies and work with the Heads of HR and Finance when procuring depreciable IT equipment
- ✎ Work with IT support to manage asset tracking
- ✎ Ensure that obsolete IT assets are recycled safely and by reputable organisations.



5. Donor Due Diligence Support

- ✘ Coordinate with internal teams to gather required financial, legal, and organisational information
- ✘ Assist in the collection, organisation, and verification of governance-related due diligence documentation
- ✘ Coordinate with colleagues regarding the preparation of due diligence summaries and stock responses
- ✘ Maintain accurate records of compliance-related materials

6. Other Duties:

- ✘ Provide practical support for organisational events, including coordination of logistics and assisting with preparation and delivery as required
- ✘ Contribute to creating and refining administrative processes and best practices.

PERSON SPECIFICATION	
Essential	Desirable
Education & Qualifications	
Qualified by experience	One of the following would be desirable but not essential <ul style="list-style-type: none"> • Level 2/3 Diploma in Business or Business and Administration • A Level in Business Studies • T Level in Business • T Level in Management & Administration
Experience	
Experience of running a small, busy office	
Experience of coordinating travel and other logistics on behalf of senior colleagues	
Experience of coordinating board meetings and working with board members	
Experience of low volume, small-scale office procurement	
Good working knowledge of MS 365	
Skills & Abilities	
Excellent written English	



Good verbal communication skills	
Confidence in dealing with senior people and tact in handling confidential information	
Proactive and well-organised with a strong attention to detail	
The ability to work on one's own initiative, identifying and implementing improvements	
The commitment to getting tasks done and completing work to a high standard to tight deadlines, resilient in the face of competing demands	
The ability to work in an international context with colleagues from a variety of cultures	
The ability to work discretely and confidentially.	

Our Values

Investing in smallholder farming is the number one way to combat poverty in rural Africa. Farm Africa is a leading NGO specialising in growing agriculture, protecting the environment and developing businesses in rural Africa.

- **EXPERT:** Expertise and insightful evidence-based solutions are at the heart of everything Farm Africa does.
- **GROUNDLED:** Our teams and partners work closely with local communities, engaging them in every level of decision-making.
- **IMPACTFUL:** We deliver long lasting change for farmers, their families, and the environments they live in.
- **BOLD:** We model innovative approaches and are not afraid to challenge strategies that are failing.

About Farm Africa

Farm Africa is a leading charity that works in partnership with smallholder farmers and small businesses in eastern Africa to improve the quality, quantity and value of their produce, so that they can support their families with more resilient livelihoods. We build the positive case for farming in harmony with nature, so that increasing yields goes hand in hand with restoring ecosystems and biodiversity.

www.farmafrica.org

Farm Africa, 1 St John's Lane, London EC1M 4BL

Tel: +44 (0)20 7430 0440

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