



BRADFORD 2025

UK City of Culture

BD25 Operations Assistant – full time fixed term to 31 December 2025

Closing Date: 14 February 2025

Interviews will be held on: 20 February 2025

Bradford district's year of culture is set to deliver more than 1,000 new performances and events including 365 artist commissions, a series of major arts festivals and major national and international collaborations. To do this we need a team of dedicated, passionate, and enthusiastic people. We have an exciting opportunity for an Operations Assistant, reporting to the Operations Coordinator, to join the team. Acting as the face of the company, you will be part of a team responsible for making the office a great place to work and visit. The successful applicant will be well organised, proactive, have excellent customer service experience, have worked with MS Office systems and be a real team player. Ideally, we are looking for someone who can start immediately.

Key responsibilities:

- Act as first point of contact for office visitors, including issuing passes and logging access requests.
- Ensure meeting rooms are clean and ready to receive guests.
- Regularly check office supplies, stationery, and replenish stock as needed.
- Regularly check office refreshments and replenish stock when needed.
- Support with office walkarounds – reporting any issues.
- Provide out of hours office cover when required. This could mean working in addition to your usual hours covering events in the evenings or weekends.
- Responsible for the opening, closing, and securing of the office on a rota basis.
- Manage room bookings and hot desk bookings.
- Conduct H&S office tours as part of the company induction.
- Support new starters with system set up.
- Support the wider operations team to maintain the office - including booking regular service visits, maintaining health and safety logs and acting as a fire marshal and first aider.
- Support with weekly fire alarm checks and monitoring of equipment, maintaining logs and recoding actions.
- Issue and management of office keys and lanyards.
- Provide ad hoc administrative support to the wider team as needed.

You will have:

- Excellent customer service skills and be used to dealing with people face to face.
- Experience of using MS Office systems including Outlook.
- Experience of using SharePoint would be great, but we can show you how if you've not used it before.
- A willingness to learn and a can do attitude.
- The ability to communicate with people at all levels.
- The ability to organise and prioritise your daily workload.

- Experience of working in a team.
- The capacity to be flexible to cover events and some weekends where possible.

Benefits include:

- Up to £23,088 pro rata dependent upon previous experience
- 37.5 hours per week worked Monday to Friday, office based (City Centre location)
- 25 days holiday plus bank holidays pro rata
- Contributory pension scheme with 5% employer contribution
- High street discounts through Charity Worker Discounts
- 2X Death in Service Cover
- Confidential Employee Assistance Helpline

We expect everyone in our team to:

- Develop an understanding of Bradford City of Culture 2025, its values, the benefits it brings to the Bradford District and to funders and sponsors.
- Create a positive working environment, underpinned by our values.
- Act as an ambassador for Bradford City of Culture 2025.
- Drive change in our industry through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity and sustainability.
- Be accountable for the safety of themselves and others by working safely and in accordance with our Health & Safety and Safeguarding Policies.
- Ensure we are collecting and using data from all activities to inform decisions, demonstrate our impact and fulfil our funding conditions in line with GDPR.
- Undertake relevant training and development as required.
- Be open to the opportunities to mentor, train and develop colleagues and participants in Bradford 2025.
- Carry out any other tasks that will be required on an ad hoc or continuing basis, commensurate with the general level of responsibility of your position.

We're committed to ensuring that everyone feels accepted and can be their true selves at Bradford 2025, and we want our team to reflect our district. We believe that diversity in our team is crucial to our success, so we welcome applications from all races, genders, religions, ages, and sexual orientation as well as from people living with disabilities. We are proud to be an equal opportunity workplace, and our ambition is to recruit and retain the best people regardless of background.

If your experience looks different from what we've advertised and you believe that you can bring value to the role, we'd love to hear from you. If you require any adjustments to the recruitment process, please let us know so we can help you to be at your best. This might be as simple as wanting sight of the interview questions ahead of time – whatever it is, just ask and we'll see what we can do.

To apply for this role please send a copy of your CV and a cover letter to recruitment@bradford2025.co.uk