

Job Specification: Operations Officer

Location: Glasgow

Reports to: Directors

Hours: 36 hours per week (post funded until April 2026, funding dependent thereafter)

Salary: £32,580 per annum

Job Summary

We're looking for an organised and proactive Operations Officer to support the smooth running of our charity. In this role, you'll coordinate day-to-day operations including inbox and CRM management, school enquiries and bookings, organisational calendars, and team meeting logistics. You'll help maintain and update our websites, handle communications such as newsletters and teacher updates, and support systems development to improve efficiency. You'll also oversee travel bookings, stock management, and identify opportunities for professional learning. This role is ideal for someone who is detail-driven, adaptable, and capable of maintaining accuracy in a fast paced environment.

About our charity - Time for Inclusive Education (TIE)

We are an education charity working with schools to address the prejudice, stereotypes and stigma that can lead to homophobic, biphobic and transphobic bullying. We work with national education partners, deliver services for teachers and learners in schools and communities, and develop teaching and curriculum resources.

Our core work focuses on the implementation of Scotland's National Approach to LGBT Inclusive Education. We manage the national platform lgbteducation.scot and deliver the national two-stage professional learning course 'Delivering LGBT Inclusive Education' on behalf of the Scottish Government. We also deliver workshops for primary and secondary school pupils, and create quality teaching resources.

We also run the [Digital Discourse Initiative](#) with international partners, a new programme complementing our core work which provides schools with tools and strategies to address the growing impact of disinformation, online hate, and prejudicial conspiracy narratives.

Role Overview and Responsibilities

As our Operations Officer, you will play a key role in ensuring the smooth day-to-day running of the organisation. You will handle core operational functions including organisational inboxes, our CRM system, school enquiries, and the main organisational calendar. You will support internal coordination by organising team meeting agendas, scheduling planning sessions, and maintaining systems that keep our work flowing efficiently.

You will also contribute to the development and upkeep of our websites, ensuring content, resources, and news are accurate and up to date. The role includes supporting the planning and delivery of events, coordinating logistics, communications, and on the day operations.

Communications and stakeholder engagement form another part of the role, including sending updates via Mailchimp, handling teacher communications, and identifying opportunities for news and promotional content. You will oversee stock management, travel and accommodation bookings, and help develop internal systems to streamline organisational processes.

This position requires a highly organised, detail oriented individual who can manage multiple systems, prioritise tasks effectively, and complete work to a consistently high standard without the need for supervision.

This role is best suited to someone who thrives in a fast-paced environment, is calm under pressure, communicates clearly, and has a proven track record of accuracy and operational reliability. The successful candidate will be proactive, dependable, and capable of managing competing tasks across email, calendar, website, CRM, and logistical systems.

You will be responsible for:

Operational Administration & Systems

- Manage all correspondence in core organisational inboxes, ensuring timely, accurate responses and maintaining professional communication standards.
- Oversee CRM data management, ensuring accuracy, consistency, and effective use of systems.
- Process school enquiries efficiently and secure bookings, coordinating follow-up and ensuring clear communication with beneficiaries.
- Maintain and update the central organisational calendar, ensuring accuracy of entries, timings, and staff delivery instructions.
- Maintain stock levels of CPD materials, leaflets, and other organisational resources.
- Maintain and improve internal systems and workflows to support efficiency across the organisation.
- Identify opportunities to streamline administrative processes and implement practical solutions.
- Coordinate nationwide travel and accommodation arrangements for staff, ensuring accuracy, timeliness, and attention to detail.
- Maintain oversight of travel arrangements, bookings, and delivery itineraries.

Communications & Internal Meeting Coordination

- Coordinate with Directors and staff to prepare agendas, papers, and planning schedules for team and project meetings.
- Take and store detailed notes from team meetings, documenting any actions to relevant staff.
- Support maintenance and development of tie.scot website, ensuring content is accurate, up to date, and aligned with organisational standards.
- Update website copy, photographs, services, resources, and news items - identifying relevant opportunities for organisational updates.
- Liaise with web developers where technical support is required on tie.scot and lgbteducation.scot websites.
- Prepare and schedule Mailchimp email updates and promotions.
- Manage teacher communications and ensure professional, timely engagement.

Event Planning, Logistics & Professional Development

- Support the planning and delivery of organisational events, working alongside Directors and relevant team members.
- Coordinate event logistics, communications, invites, catering, and on-the-day operations with precision and reliability.
- Proactively identify and engage in opportunities for ongoing professional development relevant to the operational function of the organisation.

What's in it for you?

As Operations Officer, you will be part of a national charity with a growing remit and footprint. This role offers the opportunity to make a meaningful contribution, working in a dynamic environment. You will be supported to develop professionally, bring your operational expertise, and contribute to systems and processes that help the charity thrive in a fast-paced and evolving educational and cultural landscape.

We are:

- A Living Wage accredited employer
- A workplace with a trade union recognition agreement
- A period positive employer
- A multi-award winning charity with a national reach
- A modern organisation that is agile and open-minded to the needs of our team
- An organisation with a growing footprint through collaboration with national and international partners on innovative educational projects

We have:

- An easily accessible management team and Trustees who are available to support you at all times
- A modern and innovative workplace environment in Glasgow City Centre with private, outdoor, and co-working space, and excellent transport links
- A commitment to maintaining a workplace where everyone feels valued and has opportunities to develop their skills

We will:

- Invest in your growth and development with professional development opportunities
- Provide mandatory refreshed training opportunities, including Child Protection and Safeguarding
- Support your mental health and well-being with a full, free employee subscription for Headspace
- Support trade union membership. We have a recognition agreement with Unite the Union

Salary: £32,580. Paid in arrears on the last working day of each month.

Holiday Entitlement: 30 days per annum, with select public holidays in addition.

Pension: The charity provides an automatic pension scheme to employees.

Safeguarding: Time for Inclusive Education is committed to safeguarding and child protection. This role requires PVG scheme membership before an offer of employment is confirmed. The charity will meet the cost of a new or existing PVG scheme application.

Fully funded until April 2026 and dependent on renewed grant funding thereafter.

Person Specification

Essential Criteria

- The right to work in the United Kingdom
- Passionate about the core work and purpose of the charity
- Demonstrable experience in an administrative, operations, or coordination role with responsibility for managing competing tasks
- Evidence of managing organisational inboxes, calendars, bookings, or equivalent operational systems
- Experience of coordinating bookings, travel arrangements, and operational details reliably and independently for a regional or national organisation
- Strong track record of delivering accurate work at pace with minimal oversight
- Demonstrable reliability in completing tasks fully and to a high standard
- Ability to prioritise workload effectively, manage multiple tasks simultaneously, and meet tight deadlines
- Proven ability to plan ahead, anticipate needs, and maintain oversight of several ongoing workflows
- Confident use of email, CRM platforms, and project management tools
- Experience updating websites (e.g. WordPress, Squarespace, or equivalent)
- Experience using digital communication platforms (e.g. Mailchimp or equivalent)
- Ability to communicate professionally and clearly by email, phone, and in person
- Ability to write clear, accurate copy for external audiences (e.g. news updates, email campaigns)
- Ability to work as part of a small team or alone in a dynamic and fast-paced working environment
- Proficient research and analytical skills, with an ability to generate innovative ideas
- Sense of initiative with the foresight to plan for future problems and opportunities, taking a holistic overview and solutions-based approach

Desirable Criteria

- A current full and clean UK Driving License
- Strong geographical knowledge of Scotland to support efficient travel and accommodation planning for national delivery
- Experience of working in operations for a regional or national organisation
- Experience of maintaining confidentiality and handling sensitive information appropriately
- Experience supporting events and handling events logistics
- Experience developing or improving administrative systems or quality-assurance processes

How to Apply

Please email recruitment@tie.scot to return a CV and Cover Letter demonstrating how you meet the Essential Criteria in the Person Specification, and why you would be a suitable candidate for this post with reference to the Job Specification.

CLOSING DATE: Monday 8th December 2025 at 17:00

Shortlisted candidates will be invited to a panel interview.

We are an equal opportunities employer and we welcome applicants from underrepresented groups and diverse backgrounds.