

Operations Process Administrator

Job Description

Salary:	Band 6 (£25,307 to £28,524)
Job type:	Full time
Contract period:	Permanent
Reporting to:	Operations Process Manager
Team:	Portfolio, Marketing and Communications
Location:	Oxford/Hybrid (can work up to full time from home in line with Picker's Home and Remote Working Policy, must be based in the UK)

About Picker

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

Portfolio, Marketing and Communications

Whilst this role sits centrally within the Portfolio, Marketing and Communications team; the Operations Process Administrator will work alongside the Operations Process Manager to manage the systems, processes and administrative support required to support our portfolio including but not limited to our wider **Picker Programmes** and **Learning & Development** teams. These teams respectively lead the day-to-day delivery of:

- The development of tools and services that support evaluation and improvement programmes
- Our learning & development programmes for quality improvement and co-design alongside our in-person events and awards which celebrate and share best practice

Both teams work to help people better measure, understand and act to improve experiences of care. Our partners include care providers, national and international organisations, universities, and charities. These efforts help grow the charity's impact and income by expanding its portfolio of products and services.

Purpose of the Role

The Operations Process Administrator will support the Operations Process Manager in their role across the Picker Programmes and Learning & Development teams and will play a key role in supporting the:

- Successful implementation of programmes of work, whilst maintaining an excellent customer experience
- Design, development, and implementation of administrative processes and documentation systems that underpin programme delivery

Operating at a team support level, the role requires the ability to work independently within established guidelines to assess requirements, plan, complete tasks and deliver solutions.

The successful candidate will play a key role in maintaining high-quality internal and external outputs, fostering collaboration across teams, and ensure the effective rollout and maintenance of administrative systems, templates and processes.

Duties and Responsibilities

Programme delivery support

- Collaborate with the **Picker Programmes** and **Learning & Development** teams to support the successful delivery of programmes of work
- Maintain accurate and compliant project documentation in line with internal standards and external regulatory requirements
- Monitor programme progress and contribute to internal and external reporting activities
- Assist in building and quality assuring surveys within software packages
- Provide logistical and administrative support
- Create and maintain action plans, tracking progress to ensure timely updates and the completion of tasks

Administrative process development

- Contribute to the creation, updating, and maintenance of high-quality process documentation and templates
- Support the development and implementation of administrative processes and file/folder systems
- Liaise with team members and relevant stakeholders to gather views, understand requirements, and incorporate feedback into process improvements

Cross-team collaboration

- Support the Operations Process Manager in delivering process improvements
- Assist with cross-functional initiatives as required, ensuring alignment with team goals and operational standards

General Duties

- Contributing to the work of Picker as a whole by:
 - Fully engaging and participating in the achievement of Picker's aims and objectives
 - Developing new approaches, processes and methods to enhance Picker's performance
 - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the use of survey findings.
- Ensuring compliance with all company policies, internal working practices and external regulatory requirements (e.g. Quality Assurance Framework, Data Protection Act, ISO 27001, ISO 27701, ISO 20252, and MRS Code of Conduct).
- Other reasonable duties as requested by line manager.

This job description is not contractual and is liable to change over time.

Person Specification

Experience, knowledge and understanding	
Experience in administrative process development and documentation management.	E
Experience of organising and maintaining accurate records	E
Ability to confidently manage sensitive/confidential data	E
Knowledge of project management principles and systems	E
Experience of creating structured action plans and the tracking of progress	E
Experience of engaging with stakeholders to gather their input and translate this into process improvements.	D
Experience of deploying online or postal surveys.	D
An understanding of ethical and data protection standards.	D
Interest in social or healthcare research or market research.	D

E = essential D = desirable

Skills / Abilities	
Ability to work independently to deliver tasks within set guidelines and proactively seeking review and approval from relevant stakeholders.	E
Self-motivated and resourceful with a willingness to adopt a 'hands-on' approach to get up to speed quickly.	E
Excellent attention to detail.	E
A collaborative working style – able to work with colleagues at all levels across the team and external clients.	E
Strong verbal and written communication skills.	E
Proficient IT literacy with good competency in Microsoft Word, Excel, PowerPoint, SharePoint and Outlook.	E
Proficient in the use of ClickUp or able to learn and apply new systems	D
Qualifications	
Relevant experience gained through work or academic studies	E

E = essential D = desirable

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds and we are a Disability Confident employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact the HR team by email; hr@pickereurope.ac.uk