

Job Description

Job Title: Business Operations Officer

Salary: £28,825 per annum + 10% company pension on successful completion of probation

Contract: Permanent

Base: The Brain Charity, Norton Street, Liverpool, L3 8LR

Hours: 37.5 hours per week

Responsible to: Head of Business Operations

Summary of Role

The Business Operations Officer plays a key role in the day-to-day running of The Brain Charity's premises, ensuring the centre is safe, well-maintained, welcoming and ready for use at all times.

The role supports a range of operational activities across the organisation, including facilities, room hire, front of house and café services, helping to ensure that the environment is consistently well-organised and responsive to the needs of staff, volunteers and visitors.

This is a hands-on and varied role, requiring a practical and proactive approach, with the ability to respond flexibly to changing operational priorities.

Key Responsibilities

Buildings & Facilities

- Carry out day-to-day building checks to ensure all areas are safe, clean, accessible and fit for use.
- Complete basic maintenance tasks (e.g. minor repairs, painting, furniture adjustments).
- Monitor and restock building supplies (e.g. kitchen, toilets, cleaning materials).
- Identify and report maintenance or repair issues, escalating where needed.
- Maintain a tidy, welcoming and well-presented environment across all public and staff areas.

Room Hire & Customer Experience

- Act as a point of contact for room hire enquiries, viewings and bookings.
- Show prospective clients around the building and promote the space.

- Liaise with the Finance Team regarding room hire bookings, ensuring all room set-ups, layouts, equipment and catering arrangements reflect agreed requirements and support the preparation and set-up of rooms and events where required.
- Respond to queries or issues during bookings and resolve or escalate as needed.
- Support the promotion of room hire services through day-to-day engagement with visitors and the communications team.

Health & Safety

- Support the implementation of health and safety practices in day-to-day activities (e.g. safe layout of equipment, identifying hazards).
- Carry out routine safety checks (e.g. first aid kits, equipment checks).
- Ensure all hazards, incidents or near misses are reported promptly and take appropriate action where safe to do so.
- Support fire safety and evacuation procedures when required.
- Ensure equipment and work areas are used and maintained safely.

Front of House

- Maintain a visible, approachable presence in reception and public areas.
- Support reception cover where required, including welcoming visitors and signposting.
- Act as a designated First Aider and Fire Marshal for the premises.

Café

- Maintain effective relationships with suppliers and suggest value for money alternatives where appropriate.
- Monitor café equipment and arrange servicing or repairs in line with agreed maintenance schedules.
- Work collaboratively with the café team to support catering for room hire bookings and charity activities.
- Provide café cover during breaks, busy periods or absence.
- Oversee café stock levels and place orders for supplies to ensure timely delivery.
- Handle cash and card transactions accurately and reconcile tills in line with internal financial procedures.
- Support compliance with food safety and health and safety requirements by following organisational procedures, completing routine checks and maintaining required records.
- Oversee daily cleaning schedules and routine equipment temperature checks to ensure a safe and clean café environment.

Other

- Take responsibility for being up to date with the charity's current policies and procedures and to adhere to these.
- Actively support promotional and fundraising events for The Brain Charity, attending a minimum of 1 fundraising or client-focussed event over the course of a year.
- Assist and support volunteers within the team as and when required.

- Regularly provide cover for all aspects of the department you belong to during any absence relating to your colleagues.
- Carry out any other reasonable tasks which may be required by the charity from time to time.

Working Conditions

This role involves indoor work within a busy café and centre environment. Work can be varied and unpredictable. Specific working conditions include:

- **Room hire:** Moving furniture and equipment, which may include some heavy lifting.
- **Customer interaction:** High levels of public interaction, requiring strong customer service skills and the ability to manage pressure in a busy environment.
- **Physical environment:** Predominantly indoor work, with occasional exposure to hot or cold conditions due to equipment use and seasonal variation.
- **Physical requirements:** Regular standing, walking, bending, lifting and reaching.
- **Exposure to hazards:** Limited exposure to hot equipment, cleaning chemicals and sharp utensils. Appropriate PPE is provided.
- **Irregular hours:** Flexibility is required, particularly during events and room hire bookings, including evening and weekend work.

Person Specification

Area	Detail of requirements	Essential / Desirable
Qualifications	Educated to CSE/GCSE level or equivalent.	E
	A-levels and/or relevant vocational qualifications or equivalent experience.	D
	Relevant vocational qualification (e.g. facilities, maintenance, customer service or hospitality) or equivalent experience.	D
Skills & Abilities	Ability to carry out practical, hands-on tasks (e.g. basic maintenance, room set-up, moving equipment).	E
	Good organisational skills, with the ability to manage a varied workload.	E
	Strong communication and interpersonal skills.	E
	Ability to provide a professional and welcoming service to visitors and clients.	E
	Ability to identify issues and take appropriate action or escalate where required.	E
	Ability to work flexibly and respond to changing operational priorities.	E
	IT skills (e.g. email, calendars).	E
Knowledge & Experience	Experience in a practical or operational role (e.g. facilities, hospitality, retail, or similar).	E
	Experience in a customer-facing environment.	E
	Knowledge of the social care or health sector.	E
	Experience supporting events, room hire or similar activities.	D
	Experience carrying out basic maintenance, facilities or building-related tasks.	D
	Awareness of basic health and safety practices (e.g.	D

	identifying hazards, following procedures).	
	Experience of working with volunteers or supporting others in a workplace setting.	D
Personal Attributes	Warm and approachable.	E
	Ability to communicate with people from a wide range of backgrounds and with a wide range of abilities.	E
	Personable and empathic.	E
	Willingness to work outside normal office hours.	E
	Commitment to equal opportunities.	E
	Resilient and resourceful.	E
Other	Satisfactory completion of an enhanced DBS Check (specify if any barred list check).	E
	Commitment to the Mission and Values of The Brain Charity.	E

In addition to those elements listed above, staff and volunteers at The Brain Charity work to a set of core values.

Our values are:

Kindness

We genuinely welcome everyone to our Charity and believe that each person has a unique talent and the ability to make the world a better place.

Commitment

We will travel side by side with everyone throughout their journey no matter how complex, how long or how difficult. We roll up our sleeves whenever and wherever we need to.

Authenticity

We accept and understand that the broadness of our own diversity and personal experience impacts directly on the level of quality and compassion delivered within our services.

Courage

We will challenge the status quo, welcome change and bravely take on any new challenges in the spirit of adventure.

Optimism

We believe that equality for people with neurological conditions is now within reach and we will strive each and every day until prejudice and lack of opportunity are removed from our society.