

Operations Support Specialist, Positive Group

Reports into the Operations Manager



About Positive

Positive is on a mission to improve the health, wellbeing and performance of individuals and organisations through applied psychology and neuroscience. We equip people with the psychological skills that enable them to optimise the psychological health and performance of themselves and those around them.

We have a hard-working, fun and kind team culture. We're passionate about our mission and determined to think big, be decisive, and continuously learn how to positively change how people think, feel, and behave. We are here to enjoy the journey too, and we take great care in who we hire so that all our team members are superbly talented, ambitious, collaborative and share our passion for proactive psychological health.

We're at the forefront of an increasingly important movement to improve psychological health in the workplace, in schools and in universities, and we're looking for the right person to help us change even more lives for the better.



About the role

We are searching for a committed, organised Operations Support Specialist to join our team and help support an exciting new period of growth and opportunity at the Positive Group. You will be passionate about the importance of proactive psychological healthcare, and will work with our Operations Team to provide an exceptional experience for clients attending live events and accessing our custom built learning platform. You'll be involved in all of the 'behind the scenes' work that create a seamless live event; this will include diary management, technical set-up in platforms such as Zoom, keeping our project management system updated and editing recordings post-event. You should be able to take instruction, but also work unsupervised when required. The role is full time and will initially be remote, with the potential for hours in a London-based office in due course.

Responsibilities:

- To support the Operations Team in delivering exceptional live events. This will include:
 - Working closely with video conferencing platforms such as Zoom and our home-grown online learning platform. This will include setting up virtual meeting rooms and using additional features such as polls.
 - Creating surveys for use in our events.
 - Helping with post-event administration such as editing and uploading videos to video hosting platforms.
 - Keeping our delivery team's diaries updated with everything they need for each live event.
 - Assisting with logistics and administration in relation to moving back to live in-person events.
- To provide general administrative support when needed such as answering overflow phones and arranging couriers.
- To keep our project management platform and digital filing systems updated.



About you

You will be:

- Passionate about our mission to improve the health, wellbeing and performance of individuals and organisations.
- Willing to roll up your sleeves and get stuck in!
- Highly organised with good attention to detail – you love creating order and clarity.

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- Flexible and able to thrive in a fast-paced environment – you take things in your stride.
- Comfortable using systems and processes – you consider them to be tools that help you accomplish things efficiently and accurately rather than a burden.
- An excellent spoken and written communicator.
- A humble and fast learner who is happy asking questions and learning from feedback.
- Kind! You get that no player is bigger than the team and you're enthusiastic about joining our supportive, affiliative and psychologically safe culture.



Interested?

Our recruitment process is a little different to the norm. Here's why...

It's hugely important to us that we find the right people for our team, but CVs and interviews aren't always the most helpful tools for doing this. Hiring is a two-way process: not only are we looking for someone who will be perfect for the role, we also want you to feel that Positive is right for you. If you have any questions, just let us know – you don't have to wait until the end of the hiring process! We'll be happy to add further details to the outline so that you – and other applicants – have everything you need.

We're also very keen to be as inclusive as possible and to encourage applicants from a wide range of backgrounds. To help us avoid any unconscious bias, we therefore won't be looking at CVs until late in the process, and we'll be asking some simple screening questions upfront. These will be separated from applicants' names whilst being reviewed so that we can remain as impartial as possible. We think Positive is a great place to work, and hope you'll think so too! If we sound like the right fit for you then we hope you'll be happy to spend a little bit of time upfront to help us ensure this is a fair process.

How to apply:

Step 1: Get yourself a drink and settle down to answer a few simple questions. You can save your answers and return if you don't have time to complete everything in one go. <https://survey.alchemer.com/s3/6294175/Operations-Support-Specialist>

Step 2: Send an email to talent@positivegroup.org with your CV attached (note that the questions in the online application form replace a cover letter, so no need to include one!) **Please make sure you include the name of the role you are applying for in the subject line of your email.**

NOTE: We will **not** consider any applications where the online form in Step 1 has not been completed, so please do this first!

Interviews will be conducted virtually and we will get in touch with successful applicants to arrange a mutually convenient time. We aim to respond to every application, so if you haven't made it through to the interview stage, we will let you know.

Closing Date: We'll be reviewing applications periodically and will keep the advert live for as long as it takes to find the right candidate.