



ROLE DESCRIPTION

Operations Administration Coordinator

Position:	Operations Administration Coordinator
Location:	30 Bedford Square, London, WC1B 3EE – in the office 5 days a week
Reports To:	Senior Facilities Manager
Contract:	Permanent, 35 hours per week, Monday to Friday. Working hours are 8:15am – 4:15pm
Salary:	£28,000 - £30,000 per annum, dependent on experience

About Edconic

Edconic is an organisation that partners with prestigious companies to deliver relevant, experiential learning programs taught by industry experts from the world's best brands. The Edconic portfolio currently includes Vogue College of Fashion, Sotheby's Institute of Art, The School of The New York Times, Manchester City Sports Business School and WIRED Education. Edconic academic programs range from pre-college and collegiate courses to master's degrees with campuses in New York, London, Madrid and Online, and partnerships in Seoul and Beijing.

The Role

This role provides comprehensive operational, administrative, and front-of-house support to ensure the smooth running of 30 Bedford Square and its activities. The building accommodates the London campuses of Sotheby's Institute of Art and Vogue College of Fashion; the post holder will support the staff and student communities of both institutions, working as part of the facilities and operations team.

Key responsibilities include managing room bookings, event logistics, and providing professional reception services to staff, students, and visitors. The position also contributes to the effective operation of the site through coordinating catering, supporting room set-ups, maintaining security and compliance, and assisting in ensuring a safe and functional environment.

The role will occasionally require flexible working including after hours to support occasional company events.

Key Responsibilities

- **Room Management / Events**
 - Add all timetables to the classroom management system (Matrix) and deal promptly with room change requests.

- Liaise with colleagues regarding classroom requirements including room layout and any extra equipment needed.
- Liaise with external venues regarding hiring of spaces and scheduling of teaching.
- Assist with events hosted in the building & externally, including open days, receptions, student inductions, graduations etc.
- **Operations**
 - Undertake the opening up of the building and walk the building ensuring emergency exits and routes are clear.
 - Assist the Senior Facilities Manager with site security and closing/opening of buildings.
 - Assist in ensuring compliance with Health and Safety policies and associated statutory requirements.
 - Assume a role of Fire Marshall during building evacuations.
 - Working alongside the rest of Facilities team, monitor the cleanliness and general presentation of the building to ensure high standards are always met.
 - Organise catering including setting out and clearing away equipment, laying out food/refreshments and preparing tea and coffee for internal meetings.
 - Occasionally, in the absence of the Reception and Facilities Assistant, assist with the setting up of classrooms (moving chairs, tables and desks as required) based on requests for meetings and events.
 - Assist in the management of the cleaning contractor by attending meetings with the cleaning company and taking minutes.
- **Office / Facilities Administration**
 - Upload department invoices and expenses to the expense management system and allocate correct coding.
 - Maintain Messagebird (text messaging software), ensuring that the personal mobile numbers of students and staff are current and up to date so urgent messages can be relayed in the event of an emergency.
 - Update Monday.com (project management software) with quotes, invoices, health and safety lists, costs etc.
 - Produce student and staff access cards for the building.
 - Order office supplies for the building including stationary.
 - Ensure all deliveries including cleaning consumables, stationery and other items are received and stored in a timely manner.
 - Maintain and keep up to date statutory lists including the list of first aiders and fire wardens.
- **Front of House**
 - Cover reception in the morning until 10am, during the lunch break of the Reception & Facilities Assistant, and any other times as required.
 - Welcome visitors to the building and direct them to the appropriate department.

- Maintain security measures by signing in visitors and checking access cards.
- Deal promptly and courteously with enquiries from staff, students and visitors.
- Respond and manage telephone and email enquiries, forwarding them onto the relevant individual/s if necessary.
- Deal with daily incoming and outgoing post.

Person Specification

Essential Experience and Skills

- Experience of working in a busy customer facing environment
- Excellent customer service and communication skills, with the ability to engage clearly, effectively, and courteously with all stakeholders
- Proven interpersonal skills with the ability to build effective working relationships
- Proactive, reliable and possess a high attention detail
- Ability to work independently and as part of a small team to deliver a high-quality service
- Proficient in the use of Microsoft Office including Excel, Word, PowerPoint and Outlook
- The ability to work flexible hours on occasion such as staying late to support Institute events
- An appropriate level of physical fitness to manage daily tasks involving lifting, pushing and moving deliveries and classroom furniture. The building is located on 4 levels with no lifts due to its listed status.

Desirable Experience and Skills

- Experience of working in a higher education environment
- Experience coordinating student events such as open days, graduations etc

Application Process

Please submit your CV plus a covering letter demonstrating your interest in this position and how you meet the person specification to: ukvacancies@edconic.com. The closing date for applications is 9am on Monday 5th January 2026.

Benefits of working for Edconic include:

- 25 days annual leave plus up to 4 days additional discretionary leave during the Christmas period
- Option to purchase an additional 5 days annual leave on a salary sacrifice basis
- 2 discretionary Company Global Celebration Days
- 24/7 access to an Employee Assistance Programme

- Access to any course within the Edconic online course portfolio free of charge (subject to eligibility)
- Employee and family discounts on all Edconic courses
- Volunteering days
- Life insurance
- Discount for gym membership
- Access to a comprehensive e-learning platform