



MILESTONE INSTITUTE

‘We have the vision of Hungary transformed into a country known for contributing pioneering solutions to the principal challenges of the 21st century.’

Context

Our mission is to act as a catalyst of societal progress through a twofold approach; a center for exemplary research, social action and entrepreneurial initiatives and an internationally recognised programme of education designed to nurture a community of future leaders within Hungary.

The Milestone Institute’ flagship 4-year education programme educates over 400 gifted and talented high school students, employs a faculty of over 100 people and has an alumni community of over 1000, many of whom continue their studies at one of the world leading universities. The Institute is dedicated to nurturing a community of changemakers ready and able to face the challenges of the 21st century and aims to inspire and nurture in its students a quest for academic excellence, a pursuit of scholarly curiosity and a passion for leadership.

Working in the Service Centre requires the candidate to work with routine tasks, while having the opportunity to be involved in varied fixed term projects. The Office Assistant and Receptionist is everyone’s first point of contact with Milestone, providing the setting for his or her experience with the Institute.

Operations Assistant

It is in this spirit that the Milestone Institute seeks to appoint a highly committed and talented professional as Operations Assistant, a post which demands exceptional interpersonal, multitasking and communication skills. A down-to-earth attitude, an empathy with people, resourcefulness, drive and determination are all important requirements of the post. In addition, as all activities within the Institute are carried out in English and communication with external stakeholders is carried out in Hungarian, a full and professional level of proficiency in writing and speaking in **English and Hungarian** is essential.

Description of the Position:
Position in the organisation
As a member of the Operations Team, the Operations Assistant reports to the Office Manager and works collaboratively with the members of the Operations Team.

Core Responsibilities and Objectives

To manage, monitor and review*, under the overall direction of the Operations Management Team:

- the welcoming and hosting of students, staff, faculty and external visitors.
- the processing of incoming and outgoing mail, phone calls, emails and social media enquiries and their administration in the Institute's CRM system (Salesforce).
- the provision of basic and accurate information to students, staff, faculty and external stakeholders, and communication with prospective applicants and parents.
- a functional and presentable reception area, reflecting the professionalism and high standards of the Institute.
- standard office administrative procedures, such as filing, taking inventory, keeping records and sorting documentation.
- the upholding of the Institute's high standards in office and premises management, specifically aimed at maintaining functional and presentable classrooms and communal spaces by performing the daily, monthly and annual "Sweeping Tasks", the Institute's thorough checklist for guaranteeing the smooth functioning of the office.
- the carrying out of minor office maintenance tasks.
- office stationery, equipment and kitchen orders, as well as keeping inventory of stock.
- room booking, and providing rental equipment for all internal stakeholders.
- communication between the Operations Team and service providers such as IT, maintenance and cleaning contractors, technicians, etc.
- office efficiency by documenting, communicating and addressing irregularities.
- competent entrance procedures by issuing and validating ID cards for students, faculty and staff.
- a professional library environment by enforcing library rules and providing assistance to those who wish to visit the Institute's library.

To support, under the overall direction of the Operations Management Team:

- the Institute's Operations Team in delivering the Institute's operative and administrative procedures;
- the Institute's Operations Team in providing all students, staff, faculty and external stakeholders of the Institute with an excellent customer experience, acting as the first point of contact for customers and clients.
- intermittent operative and administrative procedures.
- the Institute's Core Staff in occasional administrative tasks, such as copying and scanning materials, sending out emails, etc.
- external and internal event management and execution both offline and online, including Admissions and Open Days, Personal Consultations, Year Openings, and all other events.
- the maintenance of internal policies, processes, guidelines and handbooks.
- the needs of long-term and occasional tenants with internal and, where necessary, external resources.
- an efficient library service, such as maintaining library records and cataloguing books, journals and other materials acquired by or donated to the Institute and ordering and implementing equipment and materials (books, journals etc.) needed for the smooth running of the library.

**For the corresponding Glossary of Terms, please see the detailed Job Description linked in below ('Application Process').*

Required skills and experience

- High Proficiency in English and Hungarian.
- Bachelor's degree.
- Evidenced organisational skill set with an eye for detail.
- Ability to work in a team and to strict deadlines.
- Good communication and people skills to liaise effectively with multiple stakeholders.
- Identification with the Milestone ethos of academic excellence, social responsibility, entrepreneurial initiative and artistic expression.

Optional skills and experience

- 1 year (at least) of work experience in an administrative and/or customer facing role.
- Experience in planning and coordinating activities, as well as executing operational tasks.
- Ability to think outside the box and solve problems in a creative manner.
- Working knowledge of Google Suite.

Conditions of Service:

- This is a full-time post of **40 hours per week**. Actual weekly schedule will be agreed.
- Permanent contract, with a three-month probation period.
- Salary will be commensurate with age and experience.
- Due to Milestone's office hours, the working hours of this specific position are from **Monday to Friday, 9:30 am until 8:30 pm and Saturdays, 9:30 am until 6:30 pm in pre-arranged shifts.**
- A full and professional level of proficiency in writing and speaking in **English and Hungarian.**
- The post holder should have the right to work in Hungary and might be subject to a local police check.

Child Safe Recruitment:

The Institute is committed to child safe recruitment, selection and screening practices and has child safe recruitment policy in place. Thus we require all applicants to undergo an extensive screening process prior to appointment and provide us with the necessary documents upon contracting (police check, reference person, written declaration). Please note, the Institute may refuse to employ, or terminate the employment of, any person who it reasonably believes may pose a risk to children.

The successful applicant will be required to submit the following documents **upon contracting**:

- Self-declaration related to disciplinary offences relating to children.
- Local police check.
- Reference check.
- Child Protection Training - to be held by the Institute.

Additional information:

Milestone Institute is an equal opportunity employer, seeking to recruit and support a broadly diverse community of faculty and staff. Milestone values and celebrates diversity in all its forms and strives to foster an inclusive culture built on respect that affirms inter-group relations and builds cohesion. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, religion, color, national origin, age, sex, sexual orientation, disability status.

Application Process:

A detailed job description can be found [here](#).

Application is **by CV and covering letter** (outlining the applicant's motivation to apply for the role, the relevance of qualifications and experience and how the applicant meets requirements), to be submitted via the [application link](#).

The position is **open until filled**, with a view to the new team member starting as early as possible. Applications are **reviewed on an ongoing basis**.

Please note that screening calls may be conducted as part of the shortlisting process.