



Operations Coordinator

Job Description & Advert

Position Title:	Operations Coordinator
Location:	1077 Budapest, Wesselényi u. 17. (W17)
Position Type:	Full-time
Reports to:	Operations Manager

About Us:

Since 2010, Milestone Institute has been a leader in personalised secondary education, offering internationally recognised English-language programs that foster intellectual development and academic immersion, empowering 400 students a year to excel in their chosen academic areas and cultivating independent thinking and success. The Institute also offers consultancy services through its Solutions Lab department, with a mission to deliver groundbreaking educational concepts and internationally recognised innovative solutions. The Operations Team ensures the smooth delivery of all these activities, manages W17 facilities and events and supports the work of our 50+ core employees and 80+ faculty members.

Job Summary:

The Operations Coordinator plays a crucial role in supporting various operational functions within the organisation. This position requires a detail-oriented individual with excellent communication and organisational skills and the ability to multitask effectively. The Operations Coordinator will work closely with the Operations Management Team and the Senior Finance Analyst, performing administrative and organisational tasks to support the development and implementation of enhanced policies and procedures in finance and human resources administration, in asset, facilities and event management, IT, compliance and general operations to enable a more efficient running of the organisation and to support growth. The Operations Coordinator also offers executive support to the Chief Operating Officer.

Key Responsibilities:

The below duties are shared between two postholders in the Operations Coordinator role, with primary areas of responsibility assigned and periodically reviewed based on the two postholders' background, competencies, skills and individual professional development goals, and in line with operational requirements.



- **General operations:** supporting the development, implementation and delivery of policies, standards, processes and procedures in day-to-day operations and general back office activities and offering executive support to the Chief Operating Officer.
- **HR and internal communications:** providing proactive administrative support in HR activities such as recruitment, onboarding, cross-boarding, offboarding, performance management, employee and work record management, and supporting the Operations Management Team in maintaining an effective internal communications framework through activities such as organising monthly meetings and quarterly strategic meetings, liaising with departments about cross-departmental activities
- **Finance and controlling:** supporting the Finance Team in their day-to-day finance management, controlling and reporting activities as per operational requirements through the delivery of tasks such as recording invoices, tracking contract and payment statuses, updating finance records, collating data from the Institute's customer relationship management (CRM) system and from departments.
- **IT, data management and compliance:** offering Level 1 IT support to colleagues from all departments in terms of both hardware and software issues, liaising with external Level 2 IT support as needed, ensuring the availability of necessary equipment, handling software subscriptions and user accounts, maintaining CRM and off-system databases, and, under the overall direction of the Operations Management Team, ensuring compliance across operational areas (e.g. financial and legal compliance, health and safety regulations).
- **W17 event sales and management:** supporting the Event and Community Manager in W17 sales activities and in the successful delivery of events and community programmes through liaising with (potential) external customers and internal event owners, performing administrative tasks in relation to premises and events sales and communication activities and offering organisational support in the planning and high-quality delivery of events.

Requirements:

- Proficiency in English and Hungarian (C1/C2 level).
- 1-2 years of experience in an administrative role.
- Excellent written and spoken communication skills.
- University degree is an advantage.

Milestone Institute offers:

- Work equipment is provided by the organisation
- Our office is dog-friendly
- Exceptional working environment in one of the most beautiful listed buildings in downtown Budapest
- A welcoming team of highly-trained, motivated, collaborative colleagues
- Opportunities to innovate in cooperation with colleagues across all departments of the Institute
- Access to high-quality, regular professional development



- We organise a team-building evening on the last Wednesday of each month as well as an all staff getaway once a year
- A competitive salary
- Reimbursement of your MÁV/ Volán monthly pass if you are commuting to work

Application Process and Timeline:

Application is by covering letter and Curriculum Vitae via the application link. The position is open until filled. Start date: 8 April 2024 (a later start date can be negotiated). Shortlisted and unsuccessful candidates will be notified.

Child-Safe Recruitment:

The Institute is committed to child safe recruitment, selection, and screening practices and has a 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;
- Child Protection Training.

Diversity and Inclusion:

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, colour, national origin, age, sex, sexual orientation, disability status.