

[illegible]

April 2026



Our vision

Our vision is of a future without waste, where the way we make, consume and dispose of stuff actively tackles the climate crisis and protects our planet.

45% of damaging greenhouse gas emissions come from the global management of land and the production of goods and food. These consumption-based emissions are hard to tackle and require a transformational change in how we make, consume and dispose of 'stuff' – they require a global shift to a circular economy.

Our mission

We will make London a global leader in sustainable ways to live, work and prosper, by revolutionising our relationship with stuff and helping London waste less and reuse, repair, share and recycle more.

About ReLondon

ReLondon was established in 2008 as the London Waste and Recycling Board, to improve waste and resource management in the capital and accelerate our transition to a low carbon circular city. Our mission is to make London a global leader in sustainable ways to live, work and prosper by revolutionising our relationship with stuff and helping London waste less and reuse, repair, share and recycle more.

Over the last sixteen years, we have helped to provide additional recycling capacity in London; helped boroughs provide efficient waste services; and, against a backdrop of declining recycling rates nationally, helped London maintain its recycling performance. ReLondon works with a multitude of individuals and organisations in London, across the UK and around the world, and has become recognised as a world leader in Circular Economy thinking and practice.

About the role

We are looking for a dynamic operations assistant to provide hands on day-to-day IT, facilities and administration support to our team; as well as technical assistance on the development and implementation of IT tools including SharePoint, Zoho CRM and AI.

The postholder will be the first point of contact to colleagues for IT and facilities support such as troubleshooting for hardware and software and liaise with our IT and telephone providers on organisational issues, inventory and onboarding.

ReLondon is located in a fantastic serviced office space at [Sustainable Workspaces](#) in County Hall, Waterloo. The postholder will oversee our workspace (workstations, health & safety, office supplies) as well as liaise with the Sustainable Workspaces team regarding facility maintenance and internal communications. They will also assist in keeping office guides and process documents up to date, encouraging best practices across the team.

The operations assistant will work closely with the HR and project lead to develop and implement a suite of IT tools, including SharePoint and Zoho CRM while researching and identifying a suitable corporate AI subscription. These projects are in various stages of development so you will require the ability to research providers, suggest approaches and assist in the team roll out and training. You do not need to be an expert in any particular system, but you will need to be digitally literate and enthusiastic about exploring new technology.

The role will also include administrative support with recruitment processes, such as posting job adverts, scheduling interviews and booking rooms as well as providing ad hoc admin support to the CEO and senior management.

Who you are

You will have professional experience of operations or office management. You will be someone who thinks on their feet and brings a proactive, and collaborative approach to operational delivery. You will be a people-focused problem solver with excellent communication skills and a convivial can-do attitude. You will also have the ability to manage changing priorities in a dynamic environment - reprioritising as needed whilst ensuring operations run smoothly.

To succeed in this role, you will require a strong enthusiasm for technology, an interest in AI, and a willingness to develop skills in troubleshooting and problem-solving. Strong IT skills, particularly MS Office (SharePoint, Word, and Excel) are essential.

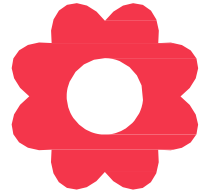
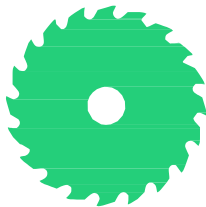
You should be passionate about the environment and keen to contribute to compelling narratives which accelerate a circular economy and drive waste reduction to reduce carbon impacts.

Key stakeholders

The key stakeholders for this role are ReLondon's external suppliers including IT, telephone and workspace provider. You will also work broadly across the organisation interacting with all members of the teams.

Position in the organisation

The Operations Assistant is part of the Central team and reports to the HR and Project Lead.



Tasks and responsibilities

- Provide operational support to ensure the smooth running of the office, such as:
 - Coordinating and troubleshooting IT issues
 - Liaising with IT and telephone providers
 - Managing office supplies
 - Handling post and courier deliveries
 - Managing inventory of hardware and systems
- Oversight of office equipment and facilities; ensure appropriate service and maintenance are completed.
- Ensure effective office operations, including the provision of health and safety, security and equipment; and liaising with Sustainable Workspaces as required.
- Assist with updating office manuals and process guides to support operational best practices and compliance standards.
- Coordinate IT onboarding, induction and off-boarding processes, ensuring that all necessary training and use guidelines are provided.
- Maintain oversight of the effective and consistent use of IT systems and platforms across the team (such as Zoho CRM), recommending improvements where appropriate.
- Support with research on emerging AI technologies, software, and tools; facilitate subsequent training and implementation.
- Support HR services, such as recruitment and onboarding, including:
 - Posting job adverts and managing applications
 - Interview coordination and logistics
 - Organising induction programmes
- Support the CEO with diary management, and the senior management team with meeting scheduling, room bookings and conference call facilities, including catering as required.

Other duties

- Undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job.
- Carry out all tasks and allocated work within agreed timescales and budgets.

Person specification

Job related knowledge and experience

- Proven experience of planning, prioritising and managing multiple administrative tasks in a timely and effective manner
- Experience of coordinating activities across teams and communicating with external suppliers
- A track record of handling practical challenges, such as basic equipment troubleshooting or resolving minor facility issues.
- Familiar with computer hardware and operating systems, and a good understanding of IT security
- Confident working with CRM systems and managing data processes (ideally Zoho CRM)

Skills and aptitudes

- Excellent attention to detail and organisational skills
- Ability to multi-task, prioritise and work to deadlines
- Good written and oral communication skills
- Proficient in using Microsoft Office 365, including SharePoint, Word, and Excel.
- Strong technical problem-solving skills to ensure issues are quickly resolved
- Proactive and solutions-focused, able to suggest improvements and independently troubleshoot
- Passion for environmental issues

Terms and conditions

Salary grade and band	Grade B: salary £38,231- £42,199 (pro rata) New appointments will start at the lower end of the band.
Hours	Role is offered as part time, 3 days per week or 22.2 hours across the week (minimum of 2 days in office) We are open to other flexible working arrangements for the right candidate.
Contract	Fixed term: 12 months (subject to extension)
Holiday allowance	18 days holiday plus bank holidays
Pension contributions	Voluntary employee's contribution matched by employer up to 4% of salary
Location	Sustainable Workspaces, 5 th Floor, County Hall, Belvedere Road, SE1 7PB. Our staff work flexibly between the office and home.
Facilities	Sustainable Workspaces is based in London's iconic County Hall - overlooking the London Eye, Big Ben and Houses of Parliament. Sustainable Workspaces boasts a south facing terrace with fantastic views, an Event Hub, collaborative rooms, café, lounge, bike storage and shower facilities.
Travel	To encourage active travel, we offer a cycle to work scheme as well as bike storage and shower facilities. Interest free season ticket loans are also available.

How to apply

Please submit an up-to-date CV (maximum 2 pages) and provide answers to the application questions below via our [ReLondon Career](#) site.

We have replaced the traditional cover letter with a set of questions intended to help you focus on the elements of the role we are most interested in and give you the opportunity to expand on your specific related skills and experience.

Application Questions:

1. This role will require managing multiple tasks simultaneously. What is your experience of successfully managing complex workload with conflicting deadlines? (max 200 words)
2. What has been your experience of identifying and resolving a technical or facilities-related problem you didn't immediately know how to fix? What specific steps did you take to troubleshoot the issue, and how did you ensure a permanent solution? (max 200 words)
3. Describe a time you identified a new tool or a process (manual or digital) that improved a business activity or operation. How did you implement it successfully and what were the benefits to the team? (max 200 words)

Deadline for applications is 12pm on Monday 11th May 2026.

Interviews are expected to be held in week commencing 18th May 2026.

If you have any questions about the role, please contact recruitment@relondon.gov.uk.



relondon.gov.uk

Sustainable Workspaces, 5th floor, County Hall,
Belvedere Road, London SE1 7PB

ReLondon is the operating name of the London Waste and Recycling Board.