



Operations & Facilities Intern

Purpose of the role:

You'll support the smooth and efficient running of the organisation by helping implement key IT, facilities, and compliance projects — with a particular focus on improving internal systems and streamlining operational processes. This hands-on role offers experience in operations, tech systems, and policy development, working closely with the Facilities and Operations Manager and other teams. Ideal for students or recent graduates in Business, IT, Operations, Project Management, or Data Systems.

Main responsibilities:

- **Data & System Optimisation:**
 - Support the optimisation of internal systems, including improving CRM workflows and data processes
 - Organise SharePoint folders for better document access
 - Clean and update data in the Beacon CRM system
 - Identify opportunities to streamline operational tasks and improve team efficiency.
- **IT Asset Management:**
 - Maintain an accurate inventory using Asset Tiger.
 - Create simple instructional materials for staff and interns.
 - Support tech tasks: set up Flip Whiteboards, update phone systems, organise sale of spare tech, audit staff email accounts.
- **Policy Implementation:**
 - Help revise Health & Safety Annexes to improve clarity.
 - Assist in embedding GDPR procedures across teams.
 - Adhere to Baytree Centre policies and safeguarding procedures.
 - Undertake client-facing responsibilities across Baytree services (e.g. youth clubs, workshops, reception, and befriending activities).
- **Work directly with clients across Baytree services** (e.g. youth clubs, workshops, reception, and befriending activities).

Skills and qualities required:

- Punctual, reliable, and detail-focused.
- Practical, with a clear and user-friendly approach.
- Strong communication and organisational skills.
- Able to work independently and take initiative.
- A mindset for continuous improvement.

Commitment:

- Minimum 10 hours per week, flexible weekdays between 9:30 am – 6:00 pm.
- Minimum 4-month duration, with flexibility to extend.

Benefits: *We reimburse up to £7 for travel and £5 for lunch expenses for each full day of internship.*

- Experience in charity operations, project and systems management.
- Opportunity to work across departments and improve internal processes.
- Development of practical, transferable skills.
- Contribution to a meaningful mission.

This role is open to female applicants only (Equality Act 2010: Schedule 9: Occupational Requirements). Applicants must be 18 years or older.