**Living Options Devon - Job Description**

**Job Title:** Operations Coordinator

**Responsible to:** Charity Hub Coordinator

**Hours:** Full time 37 hours per week

**Salary:** £22,183 Scale 12

**Job location:** Exeter based, with flexible/COVID safe working options, hybrid working – 2 days minimum per week office based in Exeter, working from home if required in accordance with Govt COVID guidelines.

**Contract term:** Permanent

**Period of Notice:** 1 Month

**Living Options Devon**

**Background/context:** Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 30 years ago.Our vision is of fully informed, accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen.

We exist to ensure people with physical and/or sensory disabilities and Deaf people with sign language can make an active and equal contribution in society. Specifically, we:

* Encourage people to feel more informed, valued and confident to take part in society through relevant training and support;
* Enable people to identify priorities and develop user-led services;
* Engage people in effective communication with local/national service commissioners and providers; and
* Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.

We believe in a fully accessible society where all people can enjoy freedom of choice and equality of opportunity. We operate a culture of open communication, empowerment and development, where individual differences and abilities are respected and people are encouraged to achieve their full potential.

The Operations Coordinator will be assisting The Charity Hub Coordinator in their daily duties/tasks. **The Charity Hub** acts as a triage service for projects, offering enquirers an opportunity to learn about Living Options services and suggesting which might best fit their needs. Together with the Hub Hosts, the Hub Coordinator and the Operations Coordinator will develop and maintain a signposting service to allied organisations of potential interest to our clients and enquirers.

The Operations Coordinator will also provide administrative support to the Senior Management Team, assisting with HR and recruitment as directed by the CEO and Hub Coordinator.

**Main Duties & Responsibilities**

* To assist the Charity Hub Coordinator in delivery of the Charity Hub, daily coordination of the charity and general office functions ensuring a high-quality service throughout.
* To provide weekly/required Reception/Phone cover as and when needed.
* Once fully trained to deputise for the Hub Coordinator during annual leave and other short-term absences.
* Assist with HR paperwork and queries including recruitment and induction of new staff, volunteers and Trustees.
* To assist in the office and premises management.
* To assist in the room booking management and administration for LOD staff and external partners.
* Liaise confidently with service users, voluntary, public and private sector organisations
* Assisting projects within LOD in administrative duties.
* To occasionally take minutes for various meetings as and when needed.
* To assist the Hub Coordinator and Marketing assistant in providing content for the website and social media channels.
* To help increase engagement on social media and continue to raise awareness of the work we do.

**Key Tasks:**

**Charity Hub – External Facing**

* To provide a high quality first point of contact service for members, service users, clients and others wishing to access any of LOD’s services as requested by the Charity Hub Co-ordinator.
* To behave in a friendly, professional manner at all times, encouraging and supporting members, service users, and others to access LOD’s services, or to signpost them to other organisations as appropriate.
* Ensure the Hub and public areas of the office are always kept in a neat and tidy state so that it provides an excellent first impression for people visiting Cranmere Court.\*
* To ensure all information, advice, etc. is provided in a fully accessible way in accordance with the Access Policy and Service Users’ preferences.
* To maintain accurate and up-to-date client and enquirer data using LOD’s CRM.
* To support and promote LOD awareness campaigns and fundraising as requested by the Charity Hub Co-ordinator.
* To assist in the development and maintenance of a signposting database

**Charity Hub – Internal duties**

* Once fully trained to deputise for the hub manager during annual leave and other short-term absences.
* To undertake general clerical duties such as filing, photocopying, and regular mail-outs. \*
* To open and distribute the incoming post, and ensure that all outgoing post is franked and posted daily. \*
* To order office supplies and stationery for staff as requested.
* To liaison with our External IT Support contractor and internal database super-users to help ensure IT systems run smoothly
* To report IT and phone issues as requested and resolve as appropriate.
* As directed by the Hub Co-ordinator, to support Living Options’ projects by acting as a “triage” service; this may include answering common questions, setting up appointments, checking staff diaries.
* To ensure all office equipment is best value and fit for purpose (franking machine, photocopier, telephones etc)
* To support the Hub Manager with the co-ordination and support of volunteers with induction and training in conjunction with Project Leads
* To support the Hub Manager with the co-ordination of IT/Digital equipment in liaison with our IT specialists including to ensure they have suitable and sufficient equipment for their needs
* To support the hub manager in record keeping a of staff, volunteer and Trustee training and induction as requested
* To support the hub manager in ensuring wellness at work and DSE records are kept up to date in conjunction with line managers
* To assist the Hub Coordinator and Marketing assistant in providing content for the website and social media channels.
* To help increase engagement on social media and continue to raise awareness of the work we do.

**Meeting Rooms and Office space**

* To administrate room bookings for LOD staff and external partners.
* To arrange for meeting rooms to be tidy and well presented. \*
* To promote the meeting rooms.
* To manage room booking enquiries & negotiate rates in discussion with CEO

**Premises**

* To support the Hub Coordinator in reporting of maintenance issues and deal with the landlord as requested
* To support the Hub Coordinator in relation to keys and security, Safety reporting any concerns.
* To support the Hub Coordinator with liaison with Waste Management contractors.
* To support the Hub Coordinator in liaising with suppliers and contractors.

**Health and Safety**

* To support the Hub manager in the administration of COVID and other risk assessments when required.
* To support the Hub Manager in the administration of accident reporting system.
* To support the Hub Manager in ensuring the Fire Instructions, Health & Safety Handbook, Health & safety Policy, Compliance reports, Fire risk assessment, are up to date and accurate
* Ensure first aid staff have up to date training.
* To support the hub manager in arranging PAT testing of electrical equipment and servicing of loop systems.
* To support the hub manager in arrange weekly fire alarm tests/fire drills and procedure.
* To support the hub manager in ensuring Fire Extinguisher contract carried out annually.

**Administrative support for the Senior Management Team**

* Supporting SMT and the Hub Coordinator with general HR administration, including preparing contracts, letters and filing.
* Coordinating the agenda for Staff and Project Leads meetings.
* To coordinate recruitment, induction and DBS checks for new staff, volunteers and Trustees.
* Complete holiday calculations for employees.
* Ensure staff handbook is kept up to date and made available in different formats for accessibility

**Other Duties**

* Attend and participate in regular staff and team meetings.
* Attend appropriate training courses where identified.
* Attend and participate in regular work appraisals and any other support systems as appropriate.

**NB:** The above list is indicative and not exhaustive. The post-holder is expected to carry out all such additional duties as are reasonably commensurate with the role.

# Person Specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Knowledge** | | |
| Good level of literacy and numeracy |  |  |
| Knowledge of remote digital platforms and Office 365 functionality |  |  |
| Knowledge of using social media |  |  |
| High level of literacy and numeracy |  |  |
| Computer literate with excellent knowledge of Word, Excel, databases, Outlook and use of internet |  |  |
| Knowledge of Customer Relationship Management databases |  |  |
| Knowledge of disability issues |  |  |
| Knowledge of Premises Management |  |  |
| Knowledge of basic level IT support and helpdesk functions and good data storage processes |  |  |
| Knowledge of HR and Recruitment |  |  |
| **Experience** | | |
| Line management experience |  |  |
| Experience of leading a small team of staff to deliver client facing services |  |  |
| Administration of office systems |  |  |
| Setting up of new office systems |  |  |
| Administration of IT systems |  |  |
| Experience of working with people with a disability |  |  |
| Health and Safety administration and Premises management |  |  |
| Previous experience of health and social and/or disability issues |  |  |
| Previous experience of delivering information and advice services |  |  |
| **Skills** | | |
| People Management skills |  |  |
| Competent, fast and accurate typing skills |  |  |
| Good communication skills on the telephone, in writing and face-to-face |  |  |
| Management skills |  |  |
| Excellent attention to detail |  |  |
| Effective organisational skills |  |  |
| Administration skills |  |  |
| Risk assessment skills |  |  |
| Work station assessment skills |  |  |
| **Other** | | |
| Personal experience of disability or Deafness |  |  |
| Willingness to act as a team player but motivated when working alone |  |  |
| Flexible and co-operative attitude to work routine and variety of tasks |  |  |
| Interest in disability and Deaf issues |  |  |