
Operations Coordinator

Job Title:	Operations Coordinator
Hours:	28 hours per week
Salary:	£30,000 (pro rata)
Location:	360 Middle Park Avenue, SE9 5QH
Duration:	Permanent

About the role

As a small charity, our staff team work closely in a flexible, cooperative working style. Prioritising the best service to our guests, all team members thrive off a fast paced and dynamic environment which varies day to day. We are looking for someone enthusiastic who can be flexible and adaptable in a fast changing and highly rewarding work atmosphere, and that shares the vision of our staff and trustees.

The Operations Coordinator will play an important role in the smooth running of the Day Centre, Winter Night Shelter and prevention project.

The role will support the Operations Lead in securing a diverse and active cohort of volunteers able to fill all the necessary shifts, ensure the building is well maintained and manage the stock of necessary provisions so that guests are adequately provided for.

We particularly welcome those with lived experience of homelessness who are able to bring their 'expertise through experience' to the role.

Key responsibilities:

Volunteers

- Work with the Operations Lead in the recruitment, training and onboarding of our volunteers, coordinating any relevant checks as required
- Manage volunteer rotas for all our projects: ensuring all shifts are filled in a timely fashion
- Contribute to our engagement with volunteers to ensure they have the best possible experience. This includes supporting the Operations Lead in managing the volunteer advisory group and the provision of training and development of volunteers
- Ensure the volunteer CRM system is kept up to date with all aspects of volunteer data and contribute ideas and actions to improve the process
- Contribute to regular volunteer communication including volunteer newsletters
- Contribute to reports for trustees and other stakeholders on our volunteers and their contribution to the smooth running of the centre.

Premises

- Timely reporting of any damage to the property, fixtures and fittings and liaising with the local authority and repair teams

- Undertake actions as required to ensure the health and safety of the premises, guests, staff, and volunteers. This includes fire alarm tests and fire drills, emergency lighting tests, acting as a fire warden, security alarm tests, and any other health and safety aspects of the premises.

Logistics and administration

- Undertake the ordering of food, stocking of food donations, and timely communications to volunteer cooks
- Ensure all costs are properly recorded and shared with our bookkeeper
- Undertake other administrative tasks as required.

Organisational engagement

- Contribute to organisational strategic planning and review of progress
- Contribute to the development of grant proposals and reporting as required
- Contribute to the development of relevant organisational policies and procedures
- Develop collaborative working relationships with all staff and volunteers.

Person specification

Experience

- Experience working with people experiencing homelessness and/or complex needs (e.g. mental health, substance misuse, offending history) and/or 'expertise by experience' of homelessness
- Experience of working with and overseeing volunteers
- Experience responding to incidents and managing risk in a frontline environment
- Experience working collaboratively with external agencies and partners.

Knowledge

- Good understanding of, or experience of, homelessness and rough sleeping
- Understanding of health & safety responsibilities within a service environment
- Awareness of equality, diversity and inclusion principles.

Skills & Competencies

- Ability to deliver the day-to-day operations of a busy service
- Ability to manage volunteer rotas and deal with crises as they arise
- Strong organisational skills with the ability to prioritise competing demands
- Ability to remain calm and make sound decisions.

Personal Attributes

- Empathetic and non-judgemental approach
- Professional integrity and ability to maintain boundaries
- Commitment to empowering individuals to achieve sustainable outcomes.

IT & Administrative Skills

- Competent in Microsoft Office applications.
- Ability to maintain accurate digital records.
- Understanding of GDPR and data protection requirements.