

Shoreditch Trust

Shoreditch Trust Job Description Office, Operations & Comms Coordinator

Line management: Organisational Support Manager

Reports to: Organisational Support Manager & Assets and Operations Manager

Salary: £25,000 pa

Probation period: 3 months

Hours: 35 per week (Full time), some evenings and weekends required

Contract: Permanent

In person and based at: Shoreditch Trust offices, 12 Orsman Road, N1 5QJ, but required to attend at other Shoreditch Trust locations across Hackney including Shoreditch Trust Healthy Living Centre (170 Pitfield Street), Waterhouse Restaurant (10 Orsman Rd), iINDUSTRY Workspaces (8 Orsman Road, 21 Whiston Road and 20 East Road).

Holiday: 30 days + bank holidays + 4 personal development days

Introduction

Shoreditch Trust is working to create a future free from inequality. Our people-focused and peer-support approach enables us to model our services around the needs of those we support, facilitating individual and community leadership and development and encouraging people to achieve their goals.

Shoreditch Trust has over 20 years' experience and specialist expertise in designing and implementing community-based health and wellbeing programmes.

We support communities in Hackney and neighbouring boroughs to improve their health and wellbeing, develop social networks, and build skills and opportunities for meaningful employment.

Our focus is on working with people who experience health, economic and social inequality, including women in pregnancy and early parenthood, young people not in education or work who are at risk, stroke survivors, socially isolated older people and those experiencing long term health and social issues.

Purpose of this post

As the Office, Operations & Comms Coordinator, you will play a vital role in enabling the smooth operational running of the organisation and its assets, supporting the core support team and senior leadership team, acting as a point of contact for staff and tenants.

The role leads on the coordination of the Trust's social media platforms and supports across the organisation on routine assets, IT, and finance tasks.

The role is ideally suited to individuals with an interest in working in a lively office environment, an interest in operations, assets and comms and an appetite to develop strong administration skills. Good organisational and communication skills are essential, as is the ability to hold a multitude of tasks simultaneously. The role will provide support for the Organisational Support Manager the Assets and Operations Manager and the Senior Leadership Team. This post offers an excellent

opportunity to learn about communications, organisational, operations and assets management, governance, and stakeholder management within the context of the voluntary sector.

Job Description

The work plan will be focused on four principal areas:

1. Office and Operations Coordination
2. Finance administration
3. Communications
4. SLT and Governance Administration Support

1. Office and Operations Coordination

- Assist the Organisational Support Manager in organising office activities and operations to secure efficiency and compliance to organisation policies;
- Support the Assets and Operations Manager with the use of the building management software and systems;
- Process and respond promptly to incoming communications (post, telephone, email, face to face), accurate message taking, copying, and distributing information as necessary;
- Track stock of office supplies and place orders when necessary;
- Calendar management of core meetings and OSM (Organisational Support Manager) timeline;
- Undertake administrative tasks for meetings including preparing documents, booking venues, and taking minutes;
- Liaise with IT contractors when asked to and support managers to manage the IT and Equipment needs in the office and across sites including managing equipment inventory and purchasing new equipment;
- Liaise with suppliers and engineers for office maintenance, equipment, and services in the management of Trust buildings with responsive repairs and policy compliance;
- Monitor the info@ and workspace@ email accounts;
- Attend regular training and development opportunities to maintain an up-to-date knowledge of risk management, policy development and governance;
- Coordinate the Health and Safety panel, ensuring actions are reported and completed.

2. Finance administration:

- Monitor the finances@ email account and distribute emails accordingly;
- Undertake the day-to-day management of purchase invoices for core and assets and upload to iCompleat system;
- Petty cash handling, credit card purchase admin management;
- provide monthly information to accountants for credit card expenditure;
- Maintain the Finance Timeline and ensure SLT (Senior Leadership Team) and core staff meet deadlines.

3. Communications

- Produce quarterly social media schedule for approval and schedule and monitor the Trusts social media platforms;

- Market property vacancies and hires via social media and other relevant platforms;
- Liaise with Project Leads and Senior Leadership team to increase the reach of the Trust activities through social media;
- Responsibility for keeping the Trust website content current and liaise with contracted website developer for any build updates needed;
- Planning, collation, and scheduling of the organisational newsletter; ensuring that deadlines are met, the editor and designer are supported in bringing the paper together and the oversee distribution;
- Coordinate the Trust's mailing lists against the data protection compliance;
- Scheduling and delivering Trust outreach and celebratory events;
- Ensuring organisational use of Shoreditch Trust House Styles including new staff inductions and manage the comms SharePoint folder including file upkeep and archiving;
- Coordinate the monthly groups calendar;
- Support Shoreditch Trust teams holding conferences and events, both on and off site, by providing risk assessments, booking arrangements, catering, administration, event management and travel support as necessary;
- Produce a short quarterly report for trustees.

4. SLT and Governance Administration Support

- Provide day to day administrative support to a busy senior leadership team (CEO, Deputy CEO and Director) including scheduling and arranging meetings;
- Maintain accurate Board folders including contacts, papers and maintain governance calendar including board meetings.

Job Requirements

Our work is place-based, and people focused. To be responsive to the community and to be able to support Shoreditch Trust activities, we do not offer remote working contracts. Each of Shoreditch Trust sites have their own risk assessments, which are reviewed in line with Government guidance on covid-19.

You will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities.

Person Specification

Educational achievements, Qualifications, Training and Knowledge:

Essential

- Degree or equivalent qualification

Experience:

Essential

- Work experience as an Administrative Officer, Administrator, or similar role
- Familiarity with office management procedures and principles
- Experience using social media platforms and website CMS
- Experience of using Microsoft products including Word, Excel, and Outlook

Desirable

- Experience using e-marketing software e.g., Mailchimp
- Experience of processing financial claims/transactions
- Supporting managers to meet deadlines

Job related aptitude and skills:

- Ability to communicate effectively by telephone, in writing, by e-mail and in person
- Strong organisational and communications skills
- Methodical and organised approach to tasks, with an eye for detail
- Ability to work calmly under pressure prioritising competing demands effectively
- Initiative, flexibility, and ability to handle change
- Ability to produce accurate summaries of meetings, events, and conversations
- Ability to attend work regularly and on time
- Good problem-solving skills
- Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time

Personal qualities:

- Commitment to continuous personal development
- Ability to work alone, as well as working co-operatively as a team member
- Willingness to learn about new initiatives
- Specialist knowledge related to the area of appointment

Shoreditch Trust Values

Our Values guide everything, we do with clients, colleagues, partners & commissioners:

Equality: we believe that everyone has the right to lead healthy and fulfilling lives. We support people to recognise opportunities and overcome obstacles to realise their potential.

Connection: bringing people together is at the heart of what we do, forging strong and trusting relationships to enrich our work and the lives of our clients.

Compassion: we believe everyone should be treated with kindness and respect and recognise that honest and challenging conversations can be as important as encouragement.

Independence: we promote independence, enabling people to make informed decisions and take ownership of their own development.

Flexibility: we strive to respond flexibly and intelligently to people's needs, understanding that there is no 'one-size-fits-all' when it comes to real lives.

Anti-Racism

We realise that systemic racism is an issue that affects us all; we recognise the many ways that racism undermines the health and opportunities of people who are affected; we respond in every way we can to repair the harms that racism causes; and we resist any policies or ways of behaving on our part that may be racist.

Equal Opportunities

Shoreditch Trust is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Through its aims as a charity, Shoreditch Trust recognises that the communities we work with have endured long-term deprivation and under investment. It also recognises the incredible potential of those communities and individuals. We are committed to challenging and changing this situation and to contributing to the creation of a fair, equitable and accessible society.

Shoreditch Trust is committed to creating a diverse and inclusive organisation - a place where we all can be ourselves and reach our full potential at work. We offer a range of staff support programmes, including 4 development days, extensive training opportunities and wellbeing policy and initiatives. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

Safeguarding statement

Shoreditch Trust works with children, vulnerable young people, and at-risk adults in a variety of ways and is committed to providing a safe, positive, and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage, and civil partnership. Our policy extends to the treatment of all our service users, partners, volunteers, visitors, and employees of Shoreditch Trust. The

Trust abides by the legislation in place for safeguarding and considers best practice in child and adults at-risk safeguarding.

Safer Recruitment

Shoreditch Trust places the utmost importance on the welfare and wellbeing of its clients. The selection process will assess the candidate's suitability for the role and explore any gaps or anomalies in the application process. Confirmation of the post is subject to a minimum of two satisfactory references; where eligible, a satisfactory outcome of the DBS (Disclosure and Barring Service) check. This is in addition to the necessary information to attend an interview: Proof of identity and proof of the right to work in the UK.

This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.