

JOB DESCRIPTION

Job Title	Operations Coordinator
Department	Operations
Reporting to	Operations Manager
Line Manages	No reports
DBS/BD/PVG:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Location	Avonmore Road, London W14 8RR

About Independent Age

Independent Age is a national charity founded over 150 years ago with a clear mission to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We achieve this by providing free impartial information and advice on the issues that matter most as we grow older, and work within communities to connect people, places and services to reduce isolation and loneliness. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality.

At Independent Age we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - *the experience, needs and views of older people are central to everything we do*

Compassionate - *we listen, care and take action*

Expert - *our work is evidence-based and solution-focused*

Collaborative - *we work in partnership to maximise our impact*

Accountable - *we work with integrity and transparency*

Inclusive - *we value diversity and always treat everyone fairly with dignity and respect*

Our EDI Principles are that we will:

- proactively challenge ageism and all other forms of discrimination throughout all our work.
- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong.

- develop our leaders so that they can act as role models and champions to our staff so they can embrace these principles and apply them in their work.
- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not.
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery.
- commit to setting minimum target indicators for diversity and regularly review progress.
- collect data to enable us to track our progress.
- be publicly accountable and transparent about our progress.
- use our influence to proactively champion the principles of EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others.

Job Purpose

The Operations Coordinator is a central role within the charity. Working closely with the Operations Manager, the post holder will collaborate across the organisation and lead on projects to embed outstanding practice in the key disciplines of Facilities, Reception, Procurement, Annuitants' Support and Central Administration. The ethos of the Corporate Services directorate is very much to establish the best ways of working that enable other colleagues to achieve their objectives.

Key Responsibilities

- Coordinate office services such as reception, security, maintenance, mail, archiving, cleaning, catering, waste disposal and recycling
- Be cognisant of and ensure Health & Safety requirements relating to staff and volunteer working environments
- Undertake risk assessments and work station assessments
- Oversee the current procurement process, purchase order catalogues and supplier lists
- Coordinate the complaints & feedback process
- Coordinate the Annuitants programme
- Liaise with tenants and agencies managing properties
- Undertake other appropriate projects to support Corporate Services
- Review systems, processes and procedures to ensure efficient ways of working
- Undertake organising key events as required, such as staff functions and orientation days.
- Deputise for the Operations Manager where appropriate

General Responsibilities

- Undertake any other duties commensurate with the level of the role
- Have fun and challenge yourself at work, model the charity's values and abide by our policies and practices
- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Contribute to our fundraising effort by embracing opportunities to fundraise yourself, to promote fundraising and to support the fundraising team
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into

contact with through our work.

- Use the charity's resources efficiently and effectively to ensure that our financial resources are demonstrably used for the benefit of our service users
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy

PERSON SPECIFICATION

- Experience of working in an administrative role providing a range of administration and support services across multiple teams including remote workers and volunteers
- Experience of co-ordination e.g. of meetings or events
- Able to upload and maintain content on the intranet or internet sites
- Strong customer service experience, ability to resolve problems & deal with queries in appropriate manner
- Able to troubleshoot and to find solutions to problems.
- Good oral and written level of English allowing fluent communication, including the ability to draft detailed and accurate written material.
- Good organisational skills including the ability to prioritise a range of tasks, working flexibly and autonomously to balance work across multiple teams, meeting challenging deadlines.
- Good IT skills including Microsoft Office.
- Good attention to detail including the ability to accurately record and analyse complex data.
- Creativity including the ability to develop new administrative systems and processes for the directorate.
- Ability to communicate and liaise effectively, both in person and via telephone/email with staff at a range of levels and disciplines, as well service users and members of the public.
- A demonstrable passion for, and affinity with, our cause.