

## Job Description: Operations and Office Coordinator

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|--------------------------|-----------------------------------------|
| <b>Location:</b>         | 4 Knightley Walk, SW18 1GZ London       |
| <b>Reports to:</b>       | Finance Manager                         |
| <b>Line Manages:</b>     | None                                    |
| <b>Key stakeholders:</b> | Back Up staff, volunteers and suppliers |

### **Purpose of the role:**

To ensure the office operates efficiently and that people who come into the office work in a very safe and secure environment. This ensures that supplier contracts are enforced, Health and Safety issues are proactively reviewed and addressed and onboarding of new staff.

### **VALUES**

Our values are central to our approach:

#### **We embrace challenge:**

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

#### **We have fun:**

We believe that having fun allows us to connect with others, whilst opening opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

#### **We build inclusive communities:**

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

#### **We are ambitious for each other:**

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.



## **RESPONSIBILITIES:**

### **Operations**

- Provide operational support and cover to ensure the smooth running of the office. This includes:
  - Coordinating IT issues.
  - Managing office supplies: tracking office inventory, replenishing supplies when needed, and managing stock levels including stationery and branded clothing.
  - Handling incoming and outgoing post, packages, and courier deliveries.
  - Ensuring proper storage facilities and maintaining meeting rooms and office space.
  - Liaising with office contractors and service providers to ensure the efficient functioning of the office.
  - Setting up laptops, monitors, docking stations, printers, and other IT office equipment.
  - Oversee office maintenance tasks, such as PAT tests, storage management, fire extinguisher checks, air-conditioning maintenance, and other ad hoc maintenance requirements.
- Ensure compliance with health and safety procedures, maintaining a safe working environment in the office. This includes serving as a Health & Safety marshal, conducting regular checks like DSE tests, weekly Fire Alarm testing and monthly water testing, and conducting refresher workshops and fire evacuation practices with staff.
- Liaising with IT to ensure all new joiner IT equipment and software is set up prior to their first day.
- Completing an onboarding session about Health & Safety and IT on the new joiners' first day.

### **Support CEO/SMT**

- Support the arrangements for full team meetings, board meetings and board away day, including room bookings, hotel arrangements, catering and coordinating invites.

### **Other**

- Coordinate volunteers in the office, including processing their applications, conducting inductions, and organising their activities.
- Respond to and direct general office inquiries by phone or email.
- Attend Fundraising Major Events and provide administrative support.
- Help in delivery logistics of items sent out from the Back Up office to units and outreach.

The above list is not exclusive of exhaustive, and the post holder will be required to undertake such duties as may reasonable be expected within the scope of this role.

## **PERSON SPECIFICATION:**

### **Essential:**

- Office administration experience and ability to work with other departments
- Good knowledge of general Health and Safety issues management
- Ability to support new starters onboarding and helping out with items delivery logistics

### **Desirable:**

- Basic understanding of risk assessment
- Office suppliers 'contracts delivery management
- Flexible approach to working.



