JOB APPLICATION PACK

OPERATIONS COORDINATOR

(This is a permanent role)

Ref: 2023 – DEC/2
Dear Potential Candidate

Thank you for taking the time to consider this job opportunity.

We are able to offer an excellent opportunity to work with Windsor Fellowship on the programme delivery side of our business:

**This application pack provides:**
1. an overview of the work of the Windsor Fellowship
2. the job description
3. the person specification
4. details of how to access the online equal opportunities monitoring form

**How to apply**

1. If you would like to join our team, send your CV and **covering letter** to Karlene Mahoney:
   
   E: MahoneyK@Windsor-Fellowship.org

Your covering letter should explain how your skills and experience relate to the skills and experience we are seeking, as detailed in the Job Description/Personal Specification and to also explain why you would like to work for Windsor Fellowship.

**Other Forms to be completed and submitted, see separate Word Documents:**

2. The Right to Work in the UK Page 9
3. Equal Opportunities Page 11
4. Disability Disclosure Pages 12

**Closing date for applications** – Sunday 7th January 2024, 11:45pm

**Interviews** – 11th to 17th January 2024

Best regards
**Windsor Fellowship**

The Windsor Fellowship designs and delivers innovative personal development and leadership programmes, which enable talent from diverse communities to be realised. We achieve this by partnering with leading organisations from the private and public sectors as well as developing relations with schools, universities and community groups throughout the UK. We have trained and supported over 19,000 young people to successfully navigate key milestones along their journey to education, employment, training goals to become confident, active role model citizens.

The main objectives underpinning our works are to:

1) Improve educational attainment levels
2) Strengthen community cohesion
3) Achieve a greater equality of employment outcomes

The purpose of our organisation as described in our governing document is to:

1) Improve academic achievement of young people
2) Encourage and enable them to take active part in civic life in accordance with principles of good governance
3) Guide and assist them in exploiting their educational and employment options
4) Enhance their ability to secure and progress in employment opportunities focused around careers in industry, commerce professions.

Benefits of working at the London Based Windsor Fellowship:

**Benefits:**

- £31,000-£33,000 per annum, pro-rata
- 3-5 days per week
- Part-time/flexible working (by agreement)
- Group Pension Plan, combined minimum of 5% contribution
- Life Assurance
- 20 days annual leave, (pro-rata) including all public holidays and organisation close down throughout the Christmas and New Year holidays (by agreement)
POST: Operations Co-ordinator
REPORTING TO: Head of Operations

Job Description

Reports to: Head of Operations
Hours of work: Monday-Friday (0.6-1.0 FTE)
Salary: £31,000-£33,000 (pro-rated)
Location: Greater London
Working: Hybrid

Purpose of Job

The postholder will be required to support the Head of Operations ensure the effective functioning of the organisation. To increase the efficiency of existing processes and procedures to enhance Windsor Fellowships internal capacity.

The postholder will be responsible for:

1. Maintaining constant communication with managers, staff, and vendors to ensure excellent operations of the Windsor Fellowship
2. The general office, personnel administration and providing support in reporting and financial procedures as delegated
3. Providing support in servicing Board Members
4. Information and Communications Technology Systems
5. Administrative Support to Head of Operations
6. Being able to abide by the corporate policies, work ethic and representation of the organisation

1. Communications

- To support the team within a time-sensitive and demanding environment, including career development plans for direct reports and problem resolution
- Manage data collection and systems for the updating of metrics to eliminate errors, and deliver excellent customer service
- Work closely with legal and safety entities to ensure that activities remain compliant
- Oversee equipment, licences and materials stock and registers
- Conduct budget reviews and report cost plans to line manager

2. General Office and Personnel Administration

a) Developing, implementing and maintaining quality assurance protocols to ensure effective operational activities remain on time and within budget in following areas:
   - Administrative filing systems
   - Office wide diary management
   - Internal & external mail distribution
Stocktaking & ordering of stationery and supplies
- Repairs, maintenance and security of premises and property
- Resourcing office equipment
- Building & Contents Insurance
- General standard of office hygiene / cleanliness
- Ensure the work environment is hazard-free to meet requirements of Health and Safety legislation for hybrid working

b) Finances and Accounting
Working within the appropriate financial framework to guide the charities financial decision-making support the Head of Operations to:

- To assist in ensuring monthly management accounts are available for the budget holders, CEO and the Treasurer to review.
- To assist with funding applications as and when necessary.
- To assist the Head of Operations in preparing the statutory annual accounts and returns.
- To assist in the management of the organisations cashflow i.e. to manage an effective debtor and creditor management system.
- To communicate effectively with colleagues in order to assist them with the management of their divisional budgets.
- Assist in contributing to the preparation of the charity’s strategic plan.
- Assist in preparing the annual budget and forecasts.
- Assist the Head of Operations in maintaining the fixed asset register and the corresponding policy on the advice of the Fellowships auditors.

c) Working with the line manager, set up and review systems to ensure the effective management of human resources systems and personnel administration including:

- The administrative process for recruitment & selection of staff
- Preparation of employment contracts and main terms and conditions for staff
- Maintain personnel files, keeping records confidential at all times including Payroll, monthly salaries, issuance of pay statements P45/P60 HMRC returns and Group Pension records and returns
- Monitor maintenance of systems for recording leave and other absences
- Maintain reference system of new and current employment legislation and practices
- Ensure effective management of the company’s Group Pension Plan and liaison with the company’s representative

3. Servicing Board Members

- Undertake all administrative functions for arranging meetings and distributing documents to Trustees
- Source training opportunities and provide an annual training calendar
- Establish and maintain a trustee resources and articles of interest system
- Deputising for the Head of Operations and, as delegated, attending meetings
- Minute taking at board meetings

4. Information and Communications Technology Systems

- Undertake ‘network coordinator’ role including:
- Liaising with external support contractors as and when required
- Providing basic training, advice and support to staff
- Maintaining the internal network and organisation of software information and licenses

5. Administrative Support to Head of Operations

- Meet and liaise regularly with line manager
- Ensure incoming /outgoing mail is dealt with promptly
- Deal with correspondence as appropriate or re-direct to relevant managers
- Attend meetings and take notes / minutes when required

6. Corporate Policies., Work Ethic and Representing the Organisation

- To share the stated values and ethos of the WF
- To adhere to WF staff policies, procedures and code of conduct
- To establish and review systems that ensure that external correspondence meets the professional standard required by the WF
- To carry out the duties of the post internally and externally in a professional, courteous and considerate manner
- To represent the WF effectively to all stakeholders
PERSON SPECIFICATION: Operations Coordinator

E = Essential  D = Desirable  A = Application  I = Interview/Assessment

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<th>Education/ Training</th>
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<td>• To be educated to a minimum of an undergraduate degree or equivalent relevant experience i.e. operations management, business administration, or related field</td>
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<td>• Two or more years of proven success in an operations role</td>
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<td>• A willingness to undertake further training</td>
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<th>Knowledge/Understanding</th>
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<td>• To share the values and ethos of the Windsor Fellowship</td>
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<td>• To have an understanding of the aims and philosophy of the Windsor Fellowship</td>
<td>D A</td>
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<td>• To have knowledge and understanding of diversity policies and equal opportunity issues and a commitment to their implementation</td>
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<td>• To have knowledge of company and charity reporting requirements and/or have a willingness to learn.</td>
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<th>Skills and Abilities</th>
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<td>• To have a positive demeanour and a professional attitude to all stakeholders</td>
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<td>• To have a high level of literacy and numeric skills to enable the production of clear and precise written material</td>
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<td>• To have an attention to detail ensuring that all tasks are done meticulously and efficiently</td>
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<td>• To have a high level of oral presentation skills in communicating with external bodies</td>
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<td>• To have an ability to project manage and effectively multi-task whilst maintaining a calm disposition</td>
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<td>• To have an awareness of areas for personal development and a willingness to develop those of others</td>
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<td>• To be able to engage with social media effectively and professionally, such as LinkedIn, Twitter and Facebook</td>
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<td>• To be able to occasionally work out of office hours</td>
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<th>Experience</th>
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<td>• To have output-focused project management experience</td>
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<td>• To have experience of coordinating staff</td>
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<td>• To have experience and skills in budget development and oversight</td>
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<td>• To have experience of organising and coordinating activities within a team</td>
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<td>• To work effectively both individually and as part of a team</td>
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• To have a thorough working knowledge of MS Suite including Excel, Teams, Word and Office 365 and a willingness and ability to develop information technology skills
• To have knowledge of business productivity software and an aptitude for learning new applications
• To have strong IT skills, including database development

Rehabilitation of Offenders Act 1974

The post is exempt from the Rehabilitation of Offenders Act by virtue of the (Exceptions) order because it involves access to persons who are vulnerable, disabled, or addicted to drugs or alcohol or under 18 or over 65. You will be asked to reveal details of all convictions, spent or otherwise.

This job description is not definitive or restrictive and will be subject to periodic review
The Right to Work in the UK

The law on preventing illegal working is set out in sections 15 to 25 of the Immigration, Asylum and Nationality Act 2006 (the 2006 Act) and sections 24 and 24B of the Immigration Act 1971.

When attending interview we ask that you bring with you the original(s) of the document(s) detailed in one section only of either list A or B on the below 'Proof of Entitlement to Work.'

Proof of Entitlement to Work

Lists of acceptable documents for right to work checks

List A - Acceptable documents to establish a continuous statutory excuse.

1. A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.

2. A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.

3. A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office to a national of a European Economic Area country or Switzerland.

4. A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland.

5. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.

6. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.

7. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

8. A full birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

9. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
10. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer.

**List B**

**Group 1 – Documents where a time-limited statutory excuse lasts until the expiry date of leave**

1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.

2. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.

3. A current Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence.

4. A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer.

**Group 2 – Documents where a time-limited statutory excuse lasts for 6 months**

1. A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old together with a Positive Verification Notice from the Home Office Employer Checking Service.

2. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.

3. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.
Equal Opportunities Policy

We are an equal opportunity employer.

We have a policy to ensure no job applicant or employee receives less favourable treatment on the grounds of, sex, disability, marital status, civil partnership, colour, race, ethnic origin, age, nationality, religion, religious belief (or lack of belief), sexual orientation, gender orientation, gender re-assignment or is disadvantaged by conditions or requirements that cannot be shown by us to be justifiable.

We actively encourage applications from people with disabilities. If you have a disability and claim a guaranteed interview, then you only need to meet the minimum qualifying criteria for the job you have applied for at the application and selection testing stages of the recruitment process. You will then automatically be invited to the final stage.

We frequently review selection criteria and procedures to ensure that individuals are selected, promoted and treated on the basis of their relevant merits.

All our employees are given equality of opportunity and are encouraged to progress within the organisation.

We are committed to an ongoing programme of action to make this policy fully effective.

To ensure this policy is fully and fairly implemented and monitored and for no other reason, would you please complete and submit the online Equal Opportunity Monitoring Form at:

https://windsorfellowship.wufoo.com/forms/qr10jg70lz2mdx/
Disability Disclosure
(Please read guidance note below)

The Equality Act 2010 is designed to help make sure that disabled people have a fair chance of getting into and staying in employment. If you tell us you are disabled, we will make reasonable adjustments to the selection process and the working arrangements for this post, wherever possible. Please provide any information that you wish us to be aware of at this stage of the recruitment. This section will be passed to a member of the HR team, who will contact you if you are short listed to discuss the information you have provided.

1. Do you consider yourself to be a disabled person? (Please read note below*)
2. Do you meet the Equality Act 2010 definition of a disabled person? (Please read note below**)
3. If your answer is “yes” to either of the above questions, do you wish to apply under the Guaranteed Interview Scheme?
4. Do you require any adjustments to the selection process, including the interview? Please give details:
5. If you were appointed to this post, would you require any adjustments to the working arrangements or practices? Please give details:

Guidance
Definition of Disability*:

A disabled person is someone who has a mental or physical impairment that has a substantial and long-term adverse effect on the person’s ability to carry out normal day-to-day activities.

The Equality Act 2010** states that a person has a disability if she or he has a physical or mental impairment, which has a substantial and long-term adverse effect on her or his ability to carry out normal day-to-day activities. Included in this definition are the following:

- Physical impairments (including asthma, diabetes, epilepsy etc.)
- Mental impairments relating to mental functioning, including learning difficulties and mental health issues which are clinically well recognised.
- Sensory impairments such as hearing impairment or visual impairment (not corrected by glasses)
- Progressive conditions such as cancer, multiple sclerosis, muscular dystrophy or HIV infection
- People who have had an impairment in the past but have since recovered (such as cancer, mental health issues)

To ensure that we have knowledge of your wish to apply under the Guaranteed Interview Scheme, or if we need to make any adjustments to the selection process, including the interview please complete and submit the online Equal Opportunity Monitoring Form at:

https://windsorfellowship.wufoo.com/forms/qr10jq70lz2mdx/