



Job Description

Title:	Operations Officer
Location:	Coram's Fields, 93 Guilford Street, London, WC1N 1DN
Responsible to:	Chief Operating Officer
Salary:	Up to £34,000 per annum (subject to experience)
Contract Type:	Permanent
Hours:	35 hours per week (includes some evening and weekend work)
Benefits:	26 days annual leave, defined contribution pension scheme, tax-free childcare scheme, café discount, employee assistance programme, cycle-to-work scheme

Role Summary:

Coram's Fields is a unique charity in the heart of Bloomsbury, London. In addition to our iconic 7-acre child-friendly park, we run a variety of services and enrichment programmes to support local young people and their families, including a nursery, an after-school and holiday club, a drop-in centre for parents of under-5s, a vibrant youth centre and a sports programme. We proactively host a wide variety of community events and celebrations, and our facilities are available for private hire to generate income for the charity.

The Operations Officer role is an integral part of the central team with responsibility for procedures, systems that support the effective, efficient, and compliant running of our seven-acre site, services, park events and oversight of income streams. It is an exciting and highly collaborative role offering a fantastic opportunity to combine effective communication and organisational skills with a passion for helping young people and a desire to develop commercial and business development experience.

Main Duties and Responsibilities:

General operations, processes and systems

- You will be responsible for the oversight and continuous improvement of organisational procedures including IT, GDPR, Health and Safety, Fire Evacuation, incident management.
- You will be responsible for briefing staff across the charity in the use of these procedures and working with the Office and HR Manager to arrange training for staff where necessary.
- You will be responsible for improving existing office systems and identifying opportunities to develop new systems and processes to enable people to work more collaboratively, efficiently, and effectively.

- You will be responsible for ensuring that organisational procedures are documented and accessible on the internal SharePoint.
- You will be responsible for developing and overseeing a new volunteer infrastructure for the charity, working with teams across the organisation to deliver a consistently high-quality volunteer experience for all with standard recruitment, induction, and on-going oversight procedures.

Events and project management

- You will be responsible for coordinating and overseeing a diverse and inclusive programme of park events, making the park an interesting and vibrant place to visit, encouraging the community to gather and socialise, and generating income to support the work of the charity.
- You will have responsibility for working with internal and external stakeholders to ensure each event is well-planned, managed safely and compliantly with all regulations and laws, and executed successfully within budget.
- You will work with the CEO, COO and Buildings and Facilities Manager to support capital projects, liaising with external stakeholders, contractors and the Local Authority to ensure the effective operation of the site.

Commercial Operations

- You will operationally oversee our facility-hire income (halls, sports facilities, and grounds) and be responsible for:
 - ensuring necessary contracts, waivers, and legal/statutory documents are completed
 - executing effective marketing and promotions, and creating high quality promotional content for our website and social media
 - regularly reviewing fees in relation to the hire of our facilities and making recommendations for changes to these
 - understanding and improving the utilisation of facilities
 - supporting the COO to develop and grow partnerships with local organisations and schools
 - improving the efficiency of our booking systems/processes and overall user experience
- You will be responsible for identifying new (temporary and permanent) opportunities and third-party partnerships to bring new experiences, enjoyment and enrichment to local young people while also generating income for the charity.
- You will work closely with our Café Manager to grow the profile and income generated by our cafe through improved park signage and park visitor experience initiatives, and integration of the café into the hall and sports hire customer journeys.

Other

- You will be expected to undertake personal development and training where required or beneficial for the role, and to attend regular supervision and appraisal sessions.
- To undertake any task that may be request from time to time by the CEO or Board of Trustees, as may be consistent with the nature and scope of this post.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Maths and English Grade C or above. • Evidence of continued professional development 	<ul style="list-style-type: none"> • Graduate calibre individual, ideally with qualifications in a relevant field • Project management qualifications • Safeguarding training / qualifications
Experience	<ul style="list-style-type: none"> • Experience of owning an operation and being responsible / accountable for operational delivery and outcomes. • Experience of operational management (creating, embedding, and improving processes and procedures) • Experience of managing cross-functional projects and plans • Experience of planning, managing and overseeing safe and successful public events. • Experience of managing / overseeing public enquiries, incidents and escalations. 	<ul style="list-style-type: none"> • Previous responsibility for Health and Safety • Experience of supervising other colleagues, planning workloads, and supporting their professional development • Experience of working with volunteers, either in a supervisory or administration capacity. • Experience of being a volunteer and what a good volunteer experience looks like. • Experience of developing marketing and communication plans (and materials and evidence of using these to deliver successful outcomes)
Skills and values	<ul style="list-style-type: none"> • A genuine passion for supporting opportunities for young people. • Excellent communication and interpersonal skills and experience of using these to achieve a range of work-related outcomes. • A strong collaborative approach and the ability to work with, and support, multiple internal and external stakeholders at various levels to achieve organisational success. • An ability and willingness to hold others to account for agreed deliverables. • Solution-oriented, not problem-oriented – work towards solutions, presenting options and recommendations rather than issues. • Hardworking and high-energy, with enthusiasm, tenacity, and initiative. 	<ul style="list-style-type: none"> • Understanding of the role and use of digital communications to increase an organisation's reach, preferably in relation to commercial growth. • Commercially astute, with the ability to identify opportunities for income growth and develop these from concept to successful delivery. • An inquisitive approach – always looking for better, smarter ways of doing things.

	<ul style="list-style-type: none">• IT literate, with excellent knowledge of all Microsoft products, in particular Outlook, Word, Excel and SharePoint.• Comfortable managing multiple priorities and conflicting workloads.	
--	---	--