Young Ealing Foundation

Operations Manager

Job Description and Person Specification

Reporting to: Chief Executive

Hours: 5 days a week

Salary: £30,000 - £35,000 FTE (dependent on experience)

Term: Permanent

Location: Mainly home-working with up to one day a week in Ealing

About Young Ealing Foundation:

The Young Ealing Foundation was established around four years ago by John Lyon’s Charity, who provide core funding to eight separate London-based Young People’s Foundations. The Network also includes the Young Manchester Foundation & Dorset Youth Association.

The Young Ealing Foundation’s vision is to ensure all young people in Ealing can access the opportunities and support they need to grow up and lead happy and safe lives, fulfil their potential and become a valued and listened to part of the local community. We work towards this by working with and in the community to empower small, local charities to thrive and flourish in order to enable sustainable, high quality service provision for children and young people and promote great youth work in all its forms.

We are looking for a highly organised, efficient and pragmatic individual to support our operations management, in order to allow the current staff the flexibility to focus on specific service delivery. Although we envisage this as a full-time role, there may be some room for negotiation for the right candidate.

We recognise that there are many transferrable skills, and candidates may have variable experience relating to different aspects of the person specification. The Young Ealing Foundation is driven by our [values](https://youngealingfoundation.org.uk/about-us). If you would like to discuss this role further, please feel free to contact Elly Heaton, CEO, on 07450 538916, for an informal conversation.

To apply for this role, please submit a CV and cover letter of no more than two pages outlining how your experience meets the person specification.

Main Purpose of the role:

* HR, governance and office management function
* Membership administration
* Grant Management

Main Duties and Responsibilities:

HR, governance and office management function

* Arrange dates for Board of Trustee meetings and AGM & ensure papers are prepared and circulated
* Take minutes at Board meetings
* Ensure Trustee recruitment pack and handbook are kept up to date, and support on the recruitment and induction
* Ensure all relevant policies for the organisation are in place, up to date and communicated to staff and trustees
* Filing documents and other paperwork and ensuring they are stored securely if sensitive
* Make sure all staff have the equipment, stationery and goods they need to do their jobs efficiently and effectively
* Lead on recruitment and induction of new staff & review staff handbook regularly
* Be the first point of contact for any HR queries or issues
* Manage suppliers including hosted IT service & insurance
* Manage office space & associated tasks
* Book in team meetings, arrange away days and staff training

Membership administration

* Liaise with new & renewing members to ensure they provide all due diligence paperwork and complete the membership sign up process
* Review and sign off member policies
* Book annual/bi-annual member meetings for Membership Manager
* Input all member data into salesforce
* Send out annual survey and collate responses
* Support on event management of member training, networks & workshops
* Demonstrate, through personal and professional example, a commitment to equality of opportunity for all groups, and to challenge discrimination, racism, sexism and other forms of unjust behaviour

Grant Management

* Manage applications to YEF small grants (£125k PA) including regular review of application process, promoting grants and answering queries
* Booking panel meetings with stakeholders including Ealing Young Champions and preparing application information for review
* Taking minutes at grants panels and informing applicants of outcomes and feeding back on unsuccessful applications
* Issuing grant contracts and ensuring monitoring is received on time and of sufficient quality
* Completing monitoring paperwork for grants

Person Specification

**Key experience, knowledge and skills:**

Experience

* Office administration / management
* Professional experience in a grassroots charity or social enterprise (Desirable)
* Developing databases and managing CRM systems (Desirable)

Skills

* Strong relationship management and great interpersonal skills, with the ability to relate to people at all levels
* Highly organised and able to manage a varied workload
* Ability to work flexibly across a wide range of tasks
* Ability to use initiative and work autonomously
* Competent using MS Office products

Knowledge

* Knowledge of community and voluntary sector services and the challenges they face
* Knowledge and understanding of organisational management for charities
* Understanding of minimum requirements for policies etc for small charities (Desirable)

Other

* Demonstrable commitment to supporting cultural competency
* A passion for effecting positive change for Children and Young people
* Ability to model a culture of high performance and continuous learning, always placing children and young people at the centre of decision-making
* Willingness to pitch in to tasks outside the job description when required and to work outside of core office hours (evenings and weekends) as and when the need arises