



Recruitment Pack

Role: Operations and Executive Support Manager

Salary: £42,000

Contract: Full-time, permanent

Location: London Bridge, SE1 (with possibility of some home working)

Reporting to: Chief Executive

Deadline for applications: 8th October 2021 midday

(note: we are operating a rolling recruitment process and may contact, interview and make job offers to candidates in advance of the deadline)

United St Saviour's Charity

United St Saviour's Charity (UStSC) has a 500 year history in Southwark but a very progressive outlook and big ambitions for the future. We have a strong asset base, with a portfolio of commercial properties around London Bridge, and several low-cost housing schemes for older people in the form of almshouses.

As one of the largest independent funders in Southwark, we have provided over £4m in grants over the past 5 years to local groups through our Community Investment programme. We have a proven track record of providing high quality homes and resident support services for the older people of Southwark in our almshouses in Bankside and Purley.

The charity is going through a period of change and growth. In early 2022 we will open an exciting new Almshouse and community facility in Bermondsey. This will nearly double the number of residents and staff. Our property portfolio has recently expanded with the purchase of a historic building (and new office) near London Bridge, we have taken on a pioneering initiative to harness the potential of local giving in support of disadvantaged young people, and we are developing a research and influence programme to maximise our impact.

We are now looking to recruit an Operations and Executive Support Manager to help ensure that our growth is underpinned by solid and effective governance, administration, compliance and management systems.

For more information about the charity see our website www.ustsc.org.uk

The Person We are Looking For

We are looking for someone who is:

- Self-motivated and organised, and can prioritise their own workload
- Enjoys a bit of detail and enjoys admin.
- An excellent team player, and understands the nature of small organisations
- Good at verbal and written communication

And someone who has:

- At least 3 years of experience in a similar role
- Knowledge of governance or policy compliance, particularly in the charity sector

What We Can Offer

- A supportive workplace environment working for a small and dynamic charity
- The opportunity for you to join and contribute to our exciting journey – and make a real difference to lives in Southwark
- Continuous professional development through training and learning opportunities

Application Process

To apply for these positions please email your CV with a covering letter to jobs@ustsc.org.uk. You should outline your experience and how you meet the requirements of the Person Specification. Please keep your covering letter to no more than 3 pages (A4, standard margins, minimum font size 11pt).

In the current recruitment climate, we are operating a rolling recruitment process and may contact, interview and make offers to candidates in advance of the deadline of Midday 8th October 2021.

Disclosure and Barring

This position will occasionally involve coming into contact with and managing the affairs of vulnerable adults and the job offer will be subject to an Enhanced DBS

Equality, Diversity and Inclusion

United St Saviour's Charity is committed to promoting equality, diversity and inclusion in everything we do. We strongly encourage applications from individuals with backgrounds that reflect the diversity of Southwark.

Data Protection

Any personal data you provide (such as address, telephone number, employment history) will be used for recruitment purposes only, and only shared with individuals and organisations involved in the recruitment. Data will be stored securely: electronically (on UStSC's cloud-based IT system). Personal data related to unsuccessful applicants will be deleted six months after the end of the recruitment period unless agreed with the applicant.



JOB DESCRIPTION – Operations and Executive Support Manager

Salary:	£42,000
Contract terms:	Permanent
Benefits:	25 days annual leave plus public holidays, pension
Working hours:	37 per week (possibly negotiable with salary pro rata)
Reporting to:	Chief Executive
Location:	London Bridge, SE1 (possibility for some home working)

Summary and Purpose of Role

To work with the Executive Leadership Team (ELT) to ensure that the charity's central operations run smoothly and effectively. This means that core management, infrastructure, governance and compliance systems are robust and well supported.

The provide strategic operations support across the whole charity, including human resources, policies and compliance, IT and information systems, media and communications, meetings and office management. This will involve both liaising with external IT and HR contractors and supporting the team as relevant.

To provide comprehensive and proactive support to the Chief Executive and Executive Leadership Team (ELT) so that we can provide a great service to the people and communities we support in Southwark.

Key Tasks

Governance and Compliance

Overall role - Supporting the ELT in all aspects of governance and meetings, leading on GDPR.

- a) Ensuring the charity has systems in place to monitor, review, update, record and report on all organisational policies, and support the teams in ensuring the charity fulfils its obligations and meets compliance
- b) Providing secretarial support at Board, Committee and other meetings
- c) To specifically take organisational lead on GDPR compliance

Information Technology

Overall role – main point of contact for staff for IT/Telecoms, and across organisation

- a) Day-to-day liaison between the staff and IT support provider, point of contact for IT problems, identifying improvements, ensuring a logical file structure, ensuring IT provider monthly status reports are acted upon.

- b) To coordinate annual performance reviews and procurements from support and service providers and contractors
- c) To help develop IT strategy, and coordinate contractors and staff on projects: e.g. new hardware installs, software upgrades, troubleshooting
- d) To ensure the charity's IT systems are secure against threats, and back-up systems are robust, and assets are monitored and recorded

Human Resources

Overall role – to support the CEO and ELT in managing the staff teams across the organisation:

- a) Keeping staff records and databases up to date, including holidays and sickness recording
- b) Administer the annual staff training programme and maintain staff training records
- c) Keeping all HR policies, employee handbooks and other HR documents up to date
- d) Coordinating staff recruitment, induction and any other HR process
- e) Supporting the Finance Manager with salaries, expenses and related matters
- f) Helping ensure the charity remains compliant with all aspects of Employment Law, liaising with advisors and lawyers as necessary.

Communications

Overall role – to coordinate and support the charity in all aspects of its external communications and image:

- a) Coordinate the development and implementation of a communications strategy
- b) Develop and maintain content to use on our web and social media channels.
- c) Ensure our website is accurate, kept up to date and refreshed regularly, and supporting staff in using social media
- d) Support the team, and occasionally take the lead on communications, events, publications, and projects, including drafting liaising with designers, printers and journalists
- e) Organising the charity's library of photo images and permissions are in place

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Other

- a) Provide KPI and written reports as required
- b) Actively support the charity's vision, mission and values, including placing the people and communities of Southwark at the core of our work
- c) Ensure equality, diversity and inclusion is an integral aspect of working for us
- d) Support the CEO and ELT on tasks that are consistent or commensurate with the role.

PERSON SPECIFICATION

Operations and Executive Support Manager

Job Title:	Essential	Desirable
Experience	At least 3 years' experience in a similar role	Experience working in one or more of the following areas: HR, IT, Communications, Office Administration
	Experience of governance and policy compliance systems	Experience working in the charity sector
Knowledge and skills	Ability to work effectively while managing multiple projects	Knowledge of GDPR legislation and information retention requirements
	Strong administration, project management and organisational skills	
	Excellent IT, numeracy and literacy skills	
	Strong communication skills (written and verbal)	
	Able to identify and draw on internal or external technical support when needed	
Personal attributes	Highly organised and thorough, plan and prioritise own workload to meet deadlines and targets	
	Ability to work on multiple complex tasks at any one time	
	Knowing what it means to work as a team member for a small organisation	
	Demonstrating personal attitudes and values that match those of USTSC	
	Innovative, inquisitive, creative and flexible – a problem solver	
	Able to identify own knowledge shortcomings, identify training and learn new skills	