



## Leicestershire Cares

### Job Description

<b>Job Title:</b>	<b>Operations Support Officer</b>
<b>Job Purpose:</b>	To provide operational and administrative support to ensure the smooth, efficient, and safe day-to-day running of Leicestershire Cares.
<b>Responsible to:</b>	<b>Head of Operations</b>
<b>Weekly Hours:</b>	16 - 21 hours a week (Mon-Thurs). Must be able to start work at 8.30am on occasion.
<b>Contract type:</b>	<b>Permanent</b>
<b>Salary:</b>	£22,941 FTE (Salary will be pro rata for actual hours worked)

### Together we can

Leicestershire Cares is an award-winning, creative, results-oriented charity that has spent the last 15 years tackling poverty and exclusion across Leicester, Leicestershire and Rutland.

### Our vision

An inclusive and safe Leicester, Leicestershire and Rutland where nobody is left behind, and all children and young people are supported to reach their full potential.

### Our mission

We broker partnerships and create opportunities across Leicester, Leicestershire and Rutland that enable the business sector to understand community needs, contribute to the growth of inclusive, safe communities and to support and inspire children and young people in their transition to the workplace.

### Our values

#### *We believe in partnership*

We broker partnerships between business, local government, schools and community groups so they can share skills and knowledge to deliver lasting positive change for disadvantaged groups and individuals.

#### *We believe in the power of employee volunteering*

We believe that employee volunteering enables volunteers, community groups and individuals to develop skills and understanding and is a highly effective way of strengthening communities and increasing employee engagement.



### ***We focus on impact***

We focus on impact and ensuring the work we carry out delivers meaningful and lasting positive change.

### ***We are inspiring***

We inspire people and organisations to identify their aspirations and to reach their full potential by thinking creatively and testing innovative approaches.

### ***We are Inclusive***

We seek to learn from the rich cultural diversity of Leicester, Leicestershire and Rutland and to build cohesion across community groups and to remove barriers to people's participation.

### ***We are committed to learning and development***

We continually review the community need and are agile enough to adapt and improve the services we offer to work in a mutually beneficial way with relevant organisations.

Over the last year this approach has enabled our business, community and local government partners to deliver:

## **Key Duties**

- Provide a warm, friendly and professional welcome to all visitors and callers.
- Handle incoming communications, including telephone calls and our general email inbox, responding to queries as appropriate or forwarding to the relevant member of staff.
- Provide central administration support, including ordering stationery, office supplies and equipment.
- Make sure that office equipment, furniture and the general environment is kept organised and tidy and lead with the implementation of Health and Safety procedures.
- Manage external bookings of our 'warehouse' meeting space including the administration and room set up and liaise with finance re invoicing and payments of these.
- Provide HR administration support including DBS applications, recruitment, onboarding of staff and maintaining staff files.
- Liaise with our IT supplier, take the lead in solving IT issues, and manage the inventory of all IT equipment.
- Update and manage content on the Leicestershire Cares website and support the promotion of our work through our newsletters and social media channels.
- Organise staff social events and activities.
- Manage the office petty cash system.



- Help organise Leicestershire Cares events including our annual business member celebration event and bi-annual lunch meetings.
- In all dealings with public and staff actively promote Leicestershire Cares commitment to diversity and inclusion.

### Other duties

- Work constructively as part of the Leicestershire Cares Team, sharing relevant information and learning as requested and collaborating on joint tasks as and when required.
- Attend training events as required and if appropriate.
- Understand and implement all relevant Leicestershire Cares admin, finance, HR, logistics, equal opportunities, health and safety and safeguarding policies.
- As and when required take on additional duties and/or cover for colleagues as and when required as directed by line manager or CEO.

### Person Specification

#### Essential

- Confident IT user at ease with Microsoft packages.
- Commitment to providing excellent customer service skills
- Excellent communication skills with a high standard of spoken and written English.
- Ability to build effective working relationships with others.
- Good attention to detail.
- A team player who is willing to reflect, learn and if required challenge.
- Creative and a flexible, 'can do' problem solving attitude.
- Ability to organise, plan and prioritise own work and 'juggle' competing demands and meet deadlines.
- Ability to exercise confidentiality when dealing with sensitive information.
- Willingness to learn about the work of Leicestershire cares and empathy for the people and groups we support.
- Able to start work at 8.30am on days when our 'warehouse' meeting space has been booked by an external partner.



### Desirable

- Previous experience of working in an operations, administration or HR role.
- Full driving licence and use of car with relevant business use insurance. Business mileage reimbursed at 45p per mile.

***The job description is an outline only and the postholder may be required to undertake other duties and consider changing circumstance.***