



Job Description

Role title	Operations Officer
About Us	<p>Spring Community Hub exists to ensure that no one in our community goes hungry. But we don't just provide food – we work alongside people to help them escape poverty, build confidence, and find community.</p> <p>We offer a range of support including advice and advocacy services (employment, immigration), youth clubs, holiday activities, women's groups, a clothing bank, and food-related services such as a food bank, social supermarket, and now, our growing network of community cafés.</p> <p>Mission</p>

	<p>The mission of SCH is that through a 'Community Hub' and full activity programme, local people in or at risk of crisis will be supported along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p>Vision</p> <p>Our vision at Spring Community Hub is to tackle food insecurity and hunger before people find themselves in crisis. We want to see equality in our communities and be a vehicle for positive and lasting change in our clients so that they never need a Food Bank again.</p> <p>Values</p> <p>These are our Principles, ideals, and characteristics that define the culture, standards and aspirations of the organisation.</p> <p>An organisation that is driven by people with integrity and commitment to the cause.</p> <p>We believe in leadership, development, growth, and continual learning.</p> <p>Ensuring fairness, equity and equality.</p> <p>Creating a place of respect, kindness and dignity for all.</p> <p>A healthy environment where people have fun and can be creative.</p>
Salary	Salary £ 12,979.20 per year
Contract	12 Months Contract. (Subject to further funding)
Hours of work-	<p>Part-Time, 16 hours over 4 days</p> <p>Monday, Tuesday, Wednesday, and Friday 9 am - 2 pm (With 1 hour Unpaid Lunch Break)</p>

	<p>5-week Annual Leave plus Bank Holidays.</p> <p>Working from our offices & Centres across Southwark/ Lewisham and Havering, and in the community/outreach locations</p> <p>There will be work/ training outside of office hours, with time off in lieu given</p>
Main Purposes of the Job and Key Tasks	<p>We are seeking a highly organised and quick-witted Operations Officer to join our dynamic team at Spring Community Hub. The ideal candidate will have experience in operations or project management and excel at managing multiple priorities simultaneously. This role is crucial in supporting the day-to-day operations of the organisation and ensuring smooth workflows across various departments.</p> <p>In addition to their primary operations duties, the Operations Officer will also play a key role in recruiting and managing volunteers, organising events, and assisting with fundraising activities. The Operations Officer will support impact, monitoring, and evaluation tasks to help demonstrate the effectiveness of our programs to funders and stakeholders.</p> <p>This is an exciting opportunity for an experienced candidate, preferably from a project delivery or impact measurement and evaluation background.</p> <p>Primary duties include:</p> <ul style="list-style-type: none"> • Administrative and Office Support: Provide daily administrative support to the Operations Manager and team, including scheduling meetings, managing calendars, coordinating logistics, handling correspondence, and overseeing general office administration functions such as phones, mail distribution, supply orders, and facilities management. • Project Management Support: Assist with project planning and execution, ensuring that timelines and deliverables are met. Help prepare project documentation, track progress, and provide updates to stakeholders. This includes running reports via our CRM system and other tools.

	<ul style="list-style-type: none"> ● Process Improvement: Identify areas for process improvement within the operations team and assist in implementing new procedures to increase efficiency and productivity. Contribute to maintaining a quality assurance schedule and support various business support functions. ● Communication and Collaboration: Act as a liaison between different departments to facilitate smooth communication and collaboration. Provide timely updates on project status and operational activities, ensuring transparency and alignment across the organisation. ● Problem Solving: Address operational challenges promptly and effectively, demonstrating quick thinking and resourcefulness to resolve issues as they arise. ● Inventory and Resource Management: Assist in managing inventory and supplies, ensuring timely procurement and distribution of resources to meet departmental needs. ● Volunteer Recruitment and Management: Lead the recruitment, onboarding, and management of volunteers, building strong relationships and fostering a positive and inclusive volunteer culture. Recognise and appreciate the contributions of volunteers and provide them with support and training as needed. ● Event and Fundraising Management: Organise and manage events and fundraising activities, including planning, logistics, coordination, and execution. Work with the team to develop and implement strategies to achieve fundraising goals and ensure successful events that engage the community and stakeholders. ● Community Café & Kitchen: Work with the café & Kitchen Managers to coordinate rotas in the Café Managers' absence, support team wellbeing, ensuring smooth systems, safe practice and a welcoming environment at all times. ● Customer and Stakeholder Support: Provide exceptional customer service by responding to inquiries and resolving issues with professionalism and efficiency. Represent the organisation at external
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	<p>meetings and events with community partners, local authorities, funders, and other key stakeholders.</p> <ul style="list-style-type: none"> ● General Office Administration: Support the smooth running of the office by handling routine executive support tasks, event planning, and general office administration. Assist with recruitment processes for staff and volunteers, including job postings and duties related to new hires. ● Compliance and Safety: Ensure adherence to Health and Safety guidelines, risk assessments, and safeguarding measures. Comply with SCH policies and procedures regarding the operation of services and policies. ● Supporting Impact, Monitoring, and Evaluation: Occasionally assist the impact, monitoring, and evaluation (IM&E) function by supporting data collection and analysis, preparing reports, and contributing to the development of data collection tools. Help with the production of reports for internal and external audiences as needed. ● There will be some out-of-hours working occasionally for Events / Development/ Training sessions according to the needs of the business, which you will be able to arrange time off in lieu with your Line Manager. ● The post holder will be required to be flexible to the changing needs of the organisation and, as such, undertake tasks and responsibilities not specifically listed here but relevant to the smooth running of SCH, including general office and administrative tasks and aspects of service delivery, as directed by the CEO, Senior Leadership Team and Trustees.
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Person Specification

- **Organisational Skills:** Exceptional organisational skills with the ability to manage multiple tasks and priorities effectively.
- **Communication Skills:** Excellent verbal and written communication skills, capable of articulating ideas clearly and concisely.
- **Problem-Solving:** Strong problem-solving skills with the ability to think on your feet and adapt to changing circumstances.
- **Attention to Detail:** Keen attention to detail and a commitment to accuracy and thoroughness.
- **Technology Proficiency:** Proficient in Microsoft/Google Office (Word, Excel, PowerPoint) and experience with project management software (e.g., Zoho, Trello) is a plus.
- **Team Player:** Ability to work collaboratively in a team environment while also being capable of working independently and taking initiative. A self-motivated, organised, and methodical approach to work with excellent time management skills.
- **Interpersonal Skills:** Excellent interpersonal skills and the ability to engage appropriately with a wide variety of people, including colleagues, volunteers, partners, and stakeholders.
- **Event and Fundraising Skills:** Experience in organising events and managing fundraising activities, including planning, logistics, and community engagement.
- **Adaptability:** Open to change and continuous improvement, with a proactive approach to learning and training as required by Spring Community Hub.

Additional Requirements:

- **Flexibility:** Willingness to occasionally work outside standard hours for events, development sessions, or training, with time off in lieu of arranged with your line manager.
- **Compliance:** Understanding of confidentiality, GDPR implications, and the importance of record-keeping and other safe working practices..
- **Personal Attributes:** Compassionate and empathetic, with a genuine interest in the well-being of others. Ability to remain calm in challenging situations and reinforce boundaries.

This role is subject to a Disclosure and Barring

Commitment to Equal Opportunities	<p>All Staff, Contractors, Freelancers, and Volunteers have a legal and moral responsibility to ensure that Spring Community Hub is free from discrimination, harassment, and bullying</p> <p>We are an equal opportunities employer and we welcome applications regardless of sex, gender, and race, age, belief in any religion and none, gender identity, ethnic origin, class, sexuality, nationality, appearance, unrelated criminal activities, disability, responsibility for dependents, part-time or shift workers, being HIV positive or living with AIDS, lived experience of Significant Poverty or Inequality and any other matter which causes a person to be treated with injustice.</p> <p>We believe diversity is a strength, and our aim is to make sure that SCH reflects the communities we serve.</p> <p>SCH is consciously working towards our organisation being a place where everyone can bring out their skills and talents and make their best contribution to our mission to support our guests along their journey to move on and achieve full social, economic, and emotional independence to live healthy lives in a community that supports each other.</p> <p>We know that the more perspectives, voices, and experiences we can bring to this work, the better. We particularly welcome applications from people who have lived experience of Significant Poverty and Inequality and people from all marginalised groups, communities, and backgrounds.</p>
Responsible for staff/equipment	Volunteers/Phone/Laptop
Reporting to...	<ul style="list-style-type: none"> ● Operations Manager
Why Join Us / Benefits	<ul style="list-style-type: none"> ● A warm, welcoming, and passionate working environment. ● People-focused with a friendly and supportive workplace culture

	<ul style="list-style-type: none"> • We are a London Living Wage Employer • An active commitment to equality and diversity • We offer continuing opportunities for learning, and personal and Professional development together with regular supervision, training, and support for all our staff and Volunteers. • Generous annual leave entitlement: 33 days annual leave (including bank holidays) • Company pension scheme. • Frequent Team Away Days and Celebrations, as part of a friendly and collaborative team
How to Apply	<p>Interested candidates should first complete the application form. Then, if suitable will be invited to forward their CV and a maximum of an A4 cover letter stating what makes you suitable for the role to the Operations Manager @ recruitment@springcommunityhub.org.uk</p> <p>Once your application has been reviewed we will contact you by phone for an initial conversation.</p> <p>Closing Date: This is on a rolling basis.</p>
Application process:	<ol style="list-style-type: none"> 1. Complete our Application form 2. Submit your CV with a Supporting Statement. 3. Initial Telephone interview - shortlisted candidates will be invited for a Telephone interview 4. If you are shortlisted from the Telephone Interview, you will be invited to a formal interview, which will consist of the following: <ul style="list-style-type: none"> • A Presentation topic will be shared with you in advance • 60-minute Panel Interview with members of the SLT / Board of Trustees - Questions will be shared with you before the interview so that you can prepare.

	<ul style="list-style-type: none"> • Role-specific Practical Task
Accessibility	<p>We want our recruitment process to be as accessible as possible. If you need us to make an adjustment or provide additional support as you apply for a role, please contact our Head of Compliance and Development</p> <p>(selina.boshorin@springcommunityhub.org.uk) to discuss how we can help.</p>