

Job description and person specification

Job Title:	Operational Support Coordinator (OSC) for Facing the Future (FtF)
Location:	46 Marshall Street London W1F 9BF (Soho) or such other CLS facility as required but working remotely is negotiable.
Reports to:	Facing the Future Operations Director and CLS Director of Branch Operations.
Salary:	£15,000 p.a. for a three day week
Background:	Facing the Future is a non-incorporated subsidiary outreach service of Central London Samaritans, and is entirely focussed on the emotional needs of those bereaved through suicide. The successful candidate will be employed through Central London Samaritans, and be responsible for supporting, coordinating and administering the work of the FtF Operations Directorate.
Scale:	The Facing the Future team presently comprises 89 volunteers acting in various capacities, delivering circa 50 facilitated groups per year. Each group contains circa 6 to 8 Participants. Currently the database contains details of 146 applicants waiting to be allocated to a FtF Group.

Role Description:

- Development and maintenance of GDPR compliant databases
- Collating, analysing and reporting data.
- Coordinating links between participants and the FtF team.
- Internal and external communications.
- General administration.
- Financial administration.

Key Stakeholders

- CLS Director of Branch Operations (direct report).
- FtF Operations Director (direct functional report).
- Other members of the FtF Directorate
- Other volunteer members of the Operations support team.
- FtF Facilitators, Supervisors.
- Participants (potential, current and past).

Main responsibilities:

1. Maintenance of GDPR compliant databases

- a. Primary responsibility for the timely and accurate maintenance of several databases containing highly sensitive and personal information in strict compliance with our obligations under GDPR.
- b. Ensure all FtF volunteers are DBS compliant according to Samaritans policies and procedures.
- c. Ensure all FtF volunteers have CLS 3 Rings and Samaritans Home access

2. Collecting, Collating, Analysing and reporting data

- a. Support the collation of accurate statistics for monthly, quarterly and annual returns.
- b. Review data for emerging trends to support early interventions and corrective actions.
- c. Review data, analyse trends and reporting against key performance areas.
- d. Ad hoc reporting as required.
- e. Support the FtF Operations Director to identify areas for evidence-based improvement. Create, develop and implement new and improved support service systems and processes.

3. Liaison with Participants and the FtF Team

- a. Initial written response to applicants.
- b. Liaison with Facilitators and Supervisors over group alignment.
- c. Ensuring timely FtF Facilitator engagement with participant emails.
- d. Conduct participants satisfaction surveys.
- e. Conduct facilitator satisfaction surveys.
- f. General support of the FtF Directorate.
- g. General support of the Facilitators and Supervisors.
- h. Take an active role in training and publicity events.
- i. Coordination of training invites, responses, attendance records and provision of resources as required.

4. Internal and External Communications

- a. Maintain the FtF Mailbox.
- b. Answer phone calls and respond to general inquiries.
- c. Communicate on behalf of the FtF Directorate as directed.
- d. Facilitate communication with participants, remaining mindful, the principal relationship is between the participants and the facilitators.
- e. Liaise with FtF CLS when required.
- f. Support marketing and events communications.
- g. Support training and publicity events, ensure all necessary information is available.

5. General Administration

- a. General administrative duties.
- b. Respond to day-to-day enquiries and signpost to appropriate team members.
- c. Manage the mail process including the distribution of incoming mail
- d. Coordinate and support of the recruitment process
- e. Maintain volunteer administration systems

6. Financial Administration

- a. Maintain basic financial record keeping including; record invoices and expenses according to Policy and support the prompt resolution of anomalies.
- b. Process invoices and resolve queries.

The summary of responsibilities is neither exclusive nor exhaustive and responsibilities may vary from time-to-time in the light of changing circumstances and in conjunction with the post holder.

Hours of work: 21 hours (Flexible working)

Within these hours there may be need to work some evenings and weekend days, so flexibility is essential. The core responsibilities should where possible, be carried out during weekdays.

The amount of out of hours work will be agreed on an ongoing basis. In the case of essential overtime, time off in lieu will be allowed in agreement with the FtF Operations in compliance with the current European Working Time Directive.

Fixed Term Contract.

The contract will be valid for an initial period of 6 months and thereafter renewed by mutual agreement, confirmation of which must be in writing from CLS. Initial confirmation of employment is subject to satisfactory completion of a one-month probationary period.

Annual Leave

15 days per annum (Pro rata from 25 days for full time employees)

Limitations

The post holder will be required to work within the Policies, rules and regulations of Facing the Future and Samaritans and accept the authority of the Director, Chair of the branch's Board of Trustees and the FtF Directorate, who have discretion to delegate authority to the post holder when required.

Equal Opportunities Policy

Central London Samaritans is committed to eliminating any discrimination and promoting diversity and equality of opportunity in all it does. It is therefore Central London Samaritans' commitment to provide equal opportunities in employment and we will not unlawfully discriminate against job applicants, employees of the Company, volunteers, workers or contract workers on the grounds of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation

Person specification

Post Title: Operational Support Coordinator			
Requirements	Essential	Desirable	Test criteria: A = Application I = Interview
Qualifications / training	<ul style="list-style-type: none"> ■ General Education Certification ■ Ability to communicate clearly, concisely and with compassion 	<ul style="list-style-type: none"> ■ Administrative experience ■ Educated to A Level or equivalent 	A
Skills and abilities	<ul style="list-style-type: none"> ■ Proficient IT skills including collaborative software such as the Google Sheets. Proficiency in the use of MS Word and PowerPoint. ■ Excellent written and verbal communication skills. ■ Proven analytical skills. ■ Excellent administrative and organisational skills. ■ Organisational skills and ability to juggle competing workloads and priorities, often involving requests from different parts of an organisation ■ Work effectively with a range of different stakeholders, including paid staff, volunteer directors, volunteers engaged in service delivery ■ Ability to work with others in adapting and preparing information as necessary. ■ Ability to meet deadlines. ■ Ability to use initiative, sensitively challenging the status quo in pursuit of organisational efficiency. ■ Attention to detail. ■ Numeracy skills and the ability to work within established financial systems 	<ul style="list-style-type: none"> ■ Advanced database skills. ■ Ability to work with volunteer-led teams ■ Experience of and competence in the use of Salesforce. 	A, I
Experience	<ul style="list-style-type: none"> ■ Experience of providing routine administrative support and maintain office systems ■ Experience of project management and coordination. ■ Experience of working on own initiative, under pressure and to tight deadlines. ■ Experience of or ability to learn to use web and desktop publishing software. 	<ul style="list-style-type: none"> ■ Experience of project management. 	A, I

	<ul style="list-style-type: none"> ■ Experience of providing administrative support to a range of individuals, ranging in seniority and responsibility with an organisation 		
Knowledge	<ul style="list-style-type: none"> ■ IT proficiency including competent use of Google Sheets Microsoft Word, PowerPoint, database packages and social media; the ability to use e-mail, mail merge and to maintain an electronic diary 	<ul style="list-style-type: none"> ■ Awareness of the work of the Samaritans and FtF. 	A, I
Personal	<ul style="list-style-type: none"> ■ Approachable and willing team member. ■ Affable and presentable, with good interpersonal skills. ■ Keen to work with and support both potential and existing volunteers. ■ Works well under pressure. ■ Proactive and able to act on own initiative. ■ Excellent communication style including on the phone. ■ Highly organised. ■ Attention to detail. 		A, I