

Job Description



Job title:	Operations Officer (35 hours per week)
Reporting to:	Director of Operations
Responsible for:	Operational projects, HR administration, Staff training and wellbeing coordination, Office maintenance, H&S

Role in Context

Jigsaw4u is proud of its 26+ year history providing specialist wellbeing support services for children, young people and families across South West London.

The Operations Officer is a new role for the charity and will bring vital support to the Operational and HR functions of Jigsaw4u, to ensure smooth administration of these areas so staff are enabled to continue delivering services of the highest quality to our service users.

1. Purpose of job

Be responsible in the designated area for:

- Performing HR administration, and maintaining HR records
- Arranging DBS checks for staff and volunteers.
- Coordinating training, wellbeing activities and events for staff.
- Creating staff newsletters and other staff communications.
- Supporting the Director of Operations in delivery of operational projects.
- Overseeing office maintenance and Health & Safety.
- Forming part of the Jigsaw4u Front Office team.

2. Main duties

HR administration

- Maintain personnel records on HR platform
- Log staff absences
- Create and circulate adverts for vacancies
- Create and update Job Descriptions and Person Specification documents

- Support staff recruitment processes i.e. responding to job enquiries, managing CV database, arranging interviews
- Produce HR reports e.g. turnover, absences, annual leave

DBS checks for staff and volunteers

- Maintain database of DBS checks for staff and volunteers.
- Perform DBS checks for new members of staff and volunteers, and renewal checks for existing staff and volunteers
- Produce assurance letters for staff

Organise training, wellbeing activities and events for staff

- Research and arrange staff training as required, keeping within training budgets
- Maintain records of all staff training, including Child Protection training for staff and volunteers.
- Coordinate programme of staff wellbeing activities and events, ensuring value for money.

Other responsibilities

- Support the Director of Operations in delivery of operational projects.
- Creating staff newsletters and other staff communications.
- Lead on ensuring Jigsaw4u's premises are a safe and appropriate office environment.
- Maintain records of Health & Safety checks and Fire Risk Assessments
- Resolve office maintenance issues, sourcing reliable and cost effective suppliers
- Undertake Emergency First Aid at Work training and act as nominated First Aider.

Front office

- Answer telephone, emails and enquiries.
- Work as a team with Front Office colleagues.
- Represent Jigsaw4u effectively to service users and visitors.

3. Generic responsibilities

- Manage personal resources and own professional development
- Ensure a continuous improvement approach is taken to all aspects of the role
- Work in a manner that promotes equality and values diversity
- Promote a health and safety culture within the workplace
- Follow the Jigsaw4u Safeguarding Policy at all times and respond to safeguarding concerns to a high standard
- All information must be maintained in accordance with the Jigsaw4u Data Protection Policy and GDPR
- Undertake other activities as required

Terms & Conditions

Jigsaw4u terms and conditions of service.

Salary

Competitive. Jigsaw4u regularly benchmark salary scales to ensure our staff are remunerated in line with similar roles in similar organisations.

This job description outlines the key tasks and responsibilities of the post. These key tasks and responsibilities are subject to change. Any changes will be made in consultation with the post holder and Jigsaw4u.

Date: November 2024



Person Specification

Job Title: Operations Officer

Department: Jigsaw4u Front Office and Operations Team

1. Knowledge and Experience

Essential

- 3+ years' experience working in an administrative role in office environment
- Good knowledge of IT
- Confident working with Excel spreadsheets to record and report on data (intermediate level)
- Experience of working as part of a team

Desirable

- Experience working with HR processes and procedures
- Knowledge of charitable organisations and the voluntary sector
- Knowledge of safeguarding

2. Education and Training

Essential

- Educated to Degree level or equivalent

3. Skills and Aptitude

Essential

- Effective verbal communicator with excellent written English
- Excellent attention to detail
- Ability to demonstrate confidentiality and sensitivity when working with people
- Ability to build positive working relationships
- Ability to work to clear objectives, prioritise and meet deadlines
- Strong IT skills