



Operations Coordinator (Finance & People)

Background

The National Academy for Social Prescribing (NASP) is a newly registered charity and company limited by guarantee. Our goals are to promote social prescribing and to bring about a social revolution in wellbeing, as set out in the [NASP Strategic Plan](#).

To learn more about our organisation, partners, and social prescribing, please visit socialprescribingacademy.org.uk.

NASP operates through a hybrid model of working, with most work taking place remotely using Microsoft Teams for meetings and planning. We have an office space at London's Southbank Centre which staff can use to work. Travel to this (and other sites) will be required from time to time for meetings, site visits, events, and away days.

Recruitment

At NASP, we are passionate about creating an inclusive workplace that promotes and values diversity. We know that different ideas, perspectives, and backgrounds create a stronger and more creative work environment, and so we welcome applications irrespective of the applicant's age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexual orientation, or other personal circumstances. We also welcome applications from neurodiverse candidates.

We seek to support candidates with relevant lived experience recognising that first-hand experience of what NASP seeks to achieve around social prescribing is valuable.

We have processes and policies in place to ensure that all applications are treated fairly throughout the recruitment process and that we make reasonable adjustments for those who require it. Applications are welcomed from applicants who wish to apply for a position based on a flexible working arrangement. Should a candidate be successful after the interview stage, this request will be accommodated within the needs of the role.

NASP seeks to be a truly 21st Century employer and organisation. Supporting our staff's wellbeing is central to that goal, as our staff are one of our greatest assets.

And therefore, we look forward to hearing from you about the role of Operations Coordinator (Finance & People).

Role Details & Staff Benefits

Salary: £32,000 per annum

Duration: 12 months (with possibility of extension)

Hours: Full time

Location: Hybrid – NASP have a permanent office space at London's Southbank Centre, this role will be expected to work up to 2 days per week here, with the remainder worked remotely at home. There may also be additional travel required for staff days and other events.

NASP offer a range of core benefits for staff on payroll, including:

- 30 days paid annual leave per annum, plus Bank Holidays
- An additional day of paid leave per year on your birthday
- Opportunities for Volunteering & CPD days each year
- Opportunity to request flexible working arrangements, including compressed hours
- Contribution to annual eye test, eyeglass purchase, and flu vaccination

Purpose of This Role:

This is a pivotal role to support NASP's strategic aims to promote and spread social prescribing at a local, national, and international level.

The purpose of this role is to provide operational support and act as point of contact for the organisation's Finance and People functions, as well as providing Programme support across the organisation, ensuring smooth running and continual improvement of NASP's processes.

The role sits in the Operations team and will work closely with the Director of Operations, wider Operations colleagues, and external Finance, Legal and IT providers, as well as providing support across the organisation. This will include supporting on NASP's Innovation programme.

Person Specification:

- Knowledge of finance processes, including bookkeeping, year end, invoice & purchase order administration; and preferably experience of accountancy processes for charities
- Experience with accountancy software and systems (e.g. Xero, ApprovalMax, Soldo)
- Experience of developing, interpreting, and managing budgets, forecasts, I&E statements, cashflows, etc.
- Knowledge of HR processes and policies, including supporting staff as point of contact for enquiries
- Ability to manage sensitive information and maintain high levels of confidentiality & discretion
- Experience of project management/support
- Experience of detailed administrative & business support
- Interest in and/or experience of developing Wellbeing and EDIB policies and processes, to develop internal working culture

- Demonstrable ability to work in a complex organisation that works remotely, and draw people and teams together for projects successfully
- Highly organised, diligent, thorough and reliable
- Excellent IT skills and proficient at all relevant systems e.g. Microsoft
- Highly proactive, responsive and able to work on own initiative to deliver appropriate support
- High level of literacy and excellent communication skills
- Flexible, positive approach and willingness to learn and collaborate
- Knowledge and empathy with NASP's values and ambition as set out in the [NASP Strategic Plan](#)

Responsibilities:

Finance

- Act as first point of contact for Finance enquiries, both internally and externally
- Manage the Finance mailbox, ensuring queries are dealt with efficiently
- Co-ordinate day-to-day financial operations, including processing of invoices, purchase orders, expense claims, reconciliations, etc.
- Overseeing virtual card system (Soldo) for NASP employees
- Supporting CEO, Director of Operations (DoO) and Director of Finance (DoF) on budgeting, forecasting, reconciliations, and year end process as required
- Working with external Finance provider (Carpenter Box) to support processes
- Attending regular finance catchups, supporting these meetings and providing feedback on issues & processes
- Provide support to colleagues on NASP's financial systems (ApprovalMax, Xero, Soldo, etc.), including developing and running training sessions as required
- Ensuring online and paper filing of NASP finance documentation is accurate, organised, and kept up to date

People, HR & Recruitment

- Act as first point of contact for staff HR enquiries, e.g. policy, annual leave, absences
- Work with DoO and CEO on HR matters where needed (supporting meetings, liaising with staff)
- Support line managers on annual appraisal and probationary review process
- Support on recruitment, including developing job documentation, posting job adverts, liaising with candidates and managing enquiries, scheduling and supporting interviews
- Work closely with the Executive Assistant for onboarding and induction of new starters, including arranging for IT equipment to be shipped
- Proactively identify ways to improve and streamline People & Culture processes
- Drafting and issuing contracts for freelancers, using NASP standard templates
- Support on People-related working groups, e.g. EDIB and Wellbeing

Programme Support

- Provide administrative support for colleagues on specific projects/programmes as required, including NASP's Innovation programme (e.g. sending network updates, developing case studies for Innovation Hub, uploading data to NASP's CRM system)
- Manage and minute meetings, including sending agendas, noting actions, and diary management
- Providing input and support on related areas of expertise (Finance, HR, Operations) to colleagues across the organisation, e.g. developing budgets or advising on organizational policies
- Monitoring and evaluation of programmes, to improve effectiveness (including financial evaluation)

Other Responsibilities

- Work with Operations team on improving and developing processes across the organisation, e.g. Wellbeing, EDIB, staff days, events
- Deputise for Operations team colleagues as needed to cover annual leave (e.g. supporting on meetings or managing correspondence)
- Work with external IT provider (Logicata) to support staff with helpdesk enquiries, and delivery/return of equipment as needed

Reporting To: Strategic Projects Manager

How to Apply

Please complete the application form (available on the [Careers page of the NASP website](#)) and send to recruitment@nasp.info by 12:00 (midday) on Monday 15th April. NASP have the right to bring the application deadline forward as they deem fit.

Ensure you complete all sections, including the Supporting Statement, and the details of 2 referees, including your latest employer or contracting organisation. Please make sure to add your name to the title of the application form before submitting.

Please do not send your CV. We want to assess everyone in the same way, so we will assess your application solely on the information given in the application form.

Interviews will be held w/c 22nd April. For more information and an informal conversation, please email any questions to recruitment@nasp.info.

Please note that any personal data you share will be treated confidentially and will only be used for recruitment purposes.

All appointments are subject to proof of right to work in the UK, references and a 3 month probationary period.