



The Brilliant Club

Recruitment Pack

Operations Coordinator

August 2024



Registered Limited Company: 07986971

Registered Charity: 1147771 (England and Wales), SC048774 (Scotland)

Registered Office: Fivefields, 8-10 Grosvenor Gardens, London, SW1W 0DH

Operations Coordinator

Start Date: ASAP – October 2024

Salary: £26,636 - £28,684 – based on experience (plus £2,000 London weighting for those living in London and within the M25).

Contract Type: Full-time (37.5 hours per week), permanent

About the role

The Operations Coordinator plays a pivotal role in supporting the Finance, HR, and IT departments by ensuring the smooth and efficient operation of these critical teams. As a central hub within the organisation, the Operations Coordinator is responsible for coordinating and streamlining various processes, managing a range of administrative tasks, and facilitating effective communication across departments. This role is essential for enhancing efficiency and driving productivity, allowing each team to focus on their strategic objectives and contribute to the overall success of the charity.

In this position, the Operations Coordinator will identify opportunities to improve workflows and implement solutions that optimise departmental operations. By fostering collaboration and information sharing among teams, the Operations Coordinator helps to ensure that organisational goals are met, and that the charity can continue to deliver on its mission. This role offers the opportunity to be at the heart of the charity's operations, providing vital support that enables the charity to make a meaningful impact.

During peak operational periods, Coordinators at The Brilliant Club will be called upon to offer assistance and support to different teams as the need arises. This fluid role emphasises the importance of cross-team collaboration and adaptability, providing the coordinator with opportunities to contribute to various projects and initiatives across the organisation. This dynamic environment fosters professional growth and skill development while ensuring the efficient functioning of all departments and the Charity as a whole.

About you

The role will best suit someone who:

- Essential – capable of adapting quickly to new systems and interfaces.
- Essential – able to balance priorities effectively to complete tasks to time.
- Essential – ability to understand and follow process consistently and confidently, record outcomes where required, and escalate complex cases where necessary.
- Essential – good level of written and spoken English, including asking clarifying questions where needed to ensure that tasks are understood.
- Essential – confident, clear and calm approach to customer service.
- Essential – high level of attention to detail.
- Essential – confident in using digital systems for delivery.
- Essential – able to spot inefficiencies in systems, and suggest and implement improvements.
- Essential – understanding of safer recruitment process in the education sector.
- Essential – proactive with a willingness to help the wider team and suggest solutions to emerging issues.
- Essential – adhere to information security policies included in the charity's ISO 27001 manual and complete information security training
- Has a demonstrable passion for furthering The Brilliant Club's mission



About The Brilliant Club

What we do

Access to higher education and the life-changing opportunities that come from attending the most competitive universities is not equal. 28 in 100 of the most advantaged students progress to the most competitive universities. In contrast, only 2 in 100 of the least advantaged young people access these universities.

We think this is fundamentally unfair. We work across the UK to support less advantaged students to access the most competitive universities, and to succeed when they get there.

Between 2021 and 2026, we will work with 100,000 students across the UK to help them to develop the knowledge, skills and confidence to access the most competitive universities. We will also support 10,000 students from disadvantaged backgrounds to succeed once they enter universities.

We hope that you'll consider joining us, as we work to create a fairer society where no child's education is limited by their background.

Working for us

- Hours: 37.5 hours per week Monday to Friday, flexible working with 10am – 3pm core hours, some evenings and weekends required.
- Benefits include: 36 days' holiday (inclusive of bank holidays) increasing by 1 day per year up to a maximum of 41 days, employer contribution to pension, interest-free season ticket loan, five professional development day allowance, BUPA health cover cash plan.
- We're happy to talk flexible working. We have offices in Birmingham, Cardiff, Leeds and London.
- After your first month in this role, we expect you to be connecting face-to-face with colleagues on at least one day per week. In your first month, we'll ask you to be in offices a little more regularly than this to make sure you're getting to know your key colleagues and feeling connected to the organisation.

Our values

The Brilliant Club has three core values that underpin how we work. We look for people who share these values:

- We get to a solution
- We seek and act on the best data available
- We understand that little things go a long way



“As the first in my family to go to university and having worked as a teacher in a state school, I applied to join The Brilliant Club with a real passion for the charity’s mission. I am grateful every day that I work at a charity that is supportive of both professional development and flexible working, as well as being full of kind and passionate colleagues.”

Leanne, Chief Operating Officer

Diversity at The Brilliant Club

We mobilise the PhD community to support students who are less advantaged to access the most competitive universities and succeed when they get there. We think it is important that our charity reflects the lived experience of the communities we work with, and we want to be an organisation where employees from any background can thrive. We particularly welcome applications from disabled, Black, Asian, and Minority Ethnic, Lesbian, Gay, Bi, Trans, Non-binary (LGBTQ+) candidates, and candidates from low-income families.



“We are the Diversity and Inclusion Staff Engagement Leads at The Brilliant Club. Our role is to help make the charity an inclusive working environment for all of our colleagues. We work with our amazing [affinity groups](#) and colleagues in HR to ensure everyone at the charity has a sense of belonging.”



Keasha and Mano - Diversity and Inclusion Staff Engagement Leads

Safeguarding

The Brilliant Club is committed to proactively safeguarding children, beneficiaries and staff and to taking reasonable steps to protect all those who come into contact with the charity from harm. The safety and welfare of everyone affected by the charity’s activities, especially children, is a key governance priority.

As part of our recruitment and selection process and commitment to safeguarding, we will undertake a Disclosure and Barring Service (DBS) check of all individuals in this role. Any offer of employment will be subject to a satisfactory disclosure report.



Responsibilities

The following areas of responsibility are the core of the role. However, the role is flexible and will vary according to the needs of the charity at different times.

Finance

- Support with credit control for our stakeholders. This may include corresponding with schools and universities via phone calls or email to maintain positive stakeholder relationships and deliver high quality services.
- Processing staff and tutor expenses and responding to queries on this.
- Processing supplier invoices and generating supplier payments.
- Support with managing the finance email account, responding to queries from colleagues and stakeholders.

Tutor HR and HR

- Support the Tutor HR Coordinator with vetting processes including Right to Work (RTW), Disclosure Barring Service (DBS) and Protecting Vulnerable Groups (PVG), overseas and reference checks.
- Support with management of the Tutor HR and Apply inboxes and escalation of issues to the Tutor HR Manager as appropriate.
- Support with the administration and facilitation of tutor recruitment, assessment and tutor exit processes.
- Support the HR team in administrative tasks at peak times.

IT

- Liaise with HR and IT teams to arrange for IT equipment to be delivered to and/collected from colleagues as needed.
- Support the charity with our central telephone system and liaise with the supplier for support as necessary.

Person specification

Time and Resource Management

- Makes good use of own time and resources.
- Balances competing demands to get their job done well and efficiently.
- Proactively implements feedback to manage time and resources within their control in the most effective way.
- Identifies opportunities to save time and resources within their team.
- Proactively seeks opportunities to increase value for money.

External Stakeholder Knowledge and Management

- Adapts approach to meet the different needs of external stakeholders and actively researches for information.
- Has a strong knowledge of who in The Brilliant Club works with each stakeholder and when to ask for help.
- Is comfortable handling enquiries from external stakeholders and connecting them with the right person in the charity.

Communication

- Relied upon to follow instructions with minimal support.
- Communicates proactively and appropriately to ensure everyone has the information they need.
- Creates, uses and shares effective templates for communications.
- Writes and speaks clearly, coherently and accurately.
- Can consistently construct clear messages for different stakeholders.
- Knows when to respond to difficult/sensitive queries and when to seek advice first.

Initiative and Problem Solving

- Remains open minded and willing to change existing processes for the better.
- Identifies problems, suggests possible solutions and effectively uses internal systems and structures to solve problems in a timely manner.
- Always looking for ways to help but knows when to seek advice or permission before doing something.
- Uses and presents quantitative and qualitative data to better understand problems.
- Works on own initiative and proactively seeks out solutions, finds better ways of doing things and shares knowledge with wider team.
- Proactively identifies potential problems and recognizes what information/resource is needed to come to a solution, including involving/informing the right people.

Developing Self and Others

- Proactively seeks opportunities to utilise professional development budget and suggest training for themselves.
- Actively seeks opportunities to develop – e.g. new project, skill development.
- Shares strengths and weaknesses with colleagues, and proactively seeks and offers appropriate personal development support.

What comes next

To apply: Please submit your application by clicking [here](#). As part of your application, you will be asked to submit your CV and complete the answers to some application questions.

Deadline: 9am on Monday 2nd September

Interviews: First round – week commencing Monday 2nd September; Second round - week commencing Monday 9th September.

Our Year in Numbers

