

# Job pack

## Operations Assistant



## This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

### Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

### Community Support

We facilitate a wide range of social activities and other wellbeing support.

### Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

### Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

### Partnerships

Age UK HHB is a founder member of 3ST <https://www.3stnwl.org.uk/> and H4All <https://www.h4all.org.uk/>. We are a board member of Harrow Together and we lead the Older People's Network in Brent. Partnership work is a core component of our strategy and many of our services are delivered in partnership with other local charities.

## How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://www.ageuk.org.uk)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting [hr@ageukhbb.org.uk](mailto:hr@ageukhbb.org.uk)

## What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

**Closing date for applications: 12 noon, Monday 11<sup>th</sup> November 2024**

## The Role: Operations Assistant

**Salary:** £26,000 FTE (approx £18,571 pro rata)

**Hours:** Part time – 25 hours per week

**Days:** Preferably worked across 5 days but to be discussed

**Responsible to:** Business Improvement Manager

**Employed by:** Age UK Hillingdon, Harrow and Brent

**Based at:** Based at Age UK HHB head office, Unit 3, 126 Church Road, Hayes, UB3 2LW. Flexible and home working options are available to all staff subject to negotiation and service need

We offer a hybrid and flexible working policy on successful completion of induction

### Role Purpose

#### **Main purpose of the job:**

The key element of this role is to oversee the working environment of the Age UK HHB premises to provide a pleasant, safe and compliant working space for staff, volunteers and service users. This will involve office admin including coordinating H&S checks and systems, working with suppliers and contractors, arranging orders and quotes and providing admin support to the Resources Team

### Main duties and responsibilities (role profile)

#### **Administration**

- Establishing and developing systems to support the organisation's effective and efficient use of resources and ensuring safe premises
- Ensuring that orders are purchased and repairs are actioned in accordance with policies and procedures
- Monitor stock levels and reorder as required
- Maintain the organisation's Asset register
- Maintain accurate electronic files and records, in shared folders
- To report on contract management and health & safety across all sites
- To ensure mandatory training in health and safety training is completed by all staff
- To support the Resources Team with routine administrative tasks

## **Premises Management**

- Coordinate and schedule routine maintenance tasks, repairs, and inspections for Age UK HHB's premises and its equipment
- Manage Hall hire and bookings for the Townfield Community Centre
- Work closely with external contractors to ensure timely completion of tasks and projects
- Support on the allocation and utilisation of office space, including coordinating moves, reconfigurations, and renovations as needed
- Visit Age UK HHB sites to conduct checks and audits in accordance with policies and procedures
- Ensure that the organisation's commitment to energy efficiency and carbon reduction is reflected in day-to-day practices

## **Safety and Security**

- Ensure compliance with safety regulations and protocols to maintain a secure and hazard-free environment
- Conduct regular safety inspections and risk assessments, addressing any concerns and implementing corrective actions as necessary
- Ensure equipment and appliances are compliant with safety regulations and conducting regular testing of fire and security alarm systems and arranging required checks
- Support on emergency response plans and procedures, ensuring staff awareness and readiness
- Conduct training exercises and drills to test emergency protocols and enhance preparedness
- Monitoring H&S incident logs and acting where required

## **Finance**

- Identify cost-saving opportunities and implement strategies to optimise spending without compromising quality or safety
- Research orders to achieve best prices and quality
- Liaise with the finance team as and when required to ensure records and systems are current and accurate

## **General**

- To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
- To attend staff meetings, away days and other similar staff events
- To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB
- All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way

- Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- In liaison with line management generally, ensure services are developed and delivered to quality standards, revising as required
- To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead
- To promote equality, diversity and rights in all policies and guidance, actions and activities
- The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all duties required

**Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent**

## Person Specification

### Education & Training

Essential Criteria	Desirable Criteria
Good working level of English and Maths for reporting	

### Experience

Essential Criteria	Desirable Criteria
Managing and developing admin systems within an office setting	
Understanding of Health & Safety systems and requirements in the workplace	Experience of Health & Safety systems and requirements
Supporting internal and external customers with facilities and premises	Supervising external contractors and suppliers
Using information systems including databases and websites	An understanding of DIY

### Knowledge and Skills

Essential Criteria	Desirable Criteria
Good written and verbal presentation skills	
Good working knowledge of Microsoft Office	
The ability to successfully oversee multiple tasks simultaneously	
Proven admin skills in an office setting	

### Personal Attributes

Essential Criteria	Desirable Criteria
Passionate about, and committed, to the aims of Age UK Harrow, Hillingdon & Brent	Analytical and methodical approach to problem solving
Can-do attitude with a positive approach to new tasks or challenges	

Self-motivating with a commitment to team sharing and learning	
Good attention to detail with the understanding of value for money	
A commitment to equality of opportunity and implementation of this in your work	
The ability to work in a changing environment and respond flexibly to evolving needs and demands	