

magic breakfast

fuel for learning

Operations Coordinator

Job Description and Person Specification

Reporting to: Operations Manager

Location of work: Remote. Office visits approximately once a quarter, will be required for Service delivery away days, team away days and organisation away days. The role will involve some irregular travel throughout England and Scotland.

Contract type: Full time, 35 hours per week. The role may require occasional evening and weekend work

Contract Length: 12 month fixed term contract

Salary: £25,500

BACKGROUND

The latest research suggesting that the number of children and young people at risk of hunger has rocketed to 2.7 million* means that one in five children don't have enough to eat. When a child is too hungry to learn, when they're aching for something to eat, they can't concentrate. They can't absorb information. Big feelings and worries can be impossible to control. They fall behind in their studies.

Magic Breakfast provide a nutritious and filling breakfast to over 300,000 children and young people every school day. We work with schools in areas of high disadvantage, helping staff target the children most in need without barrier or stigma. Magic Breakfast are ambitious to grow our impact to remove hunger as a barrier to learning for all children and young people in the UK.

The new UK government's Children's Wellbeing Bill outlined in the King's Speech, includes a requirement for free school breakfast clubs in every English primary school. This is a fantastic start towards ending child morning hunger. Magic Breakfast's influence will be instrumental to ensuring school breakfasts are introduced in a way that is hunger-focused and barrier free. In 2021, the Scottish Government, pledged a not yet enacted promise to provide breakfast to primary children.

Thousands of secondary school children are at risk of losing their free school breakfasts from September next year. For many of these students, this is their only opportunity to have a nutritious meal before facing a demanding school day, including taking exams. Solutions across all UK nations are currently either not yet actioned or are severely underserving the current need. Being part of the work of Magic Breakfast is your chance, together with parents, teachers and people across the UK, to demonstrate the power of school breakfasts and to shape the way forward to end morning hunger for good.

*Food Foundation Insecurity Tracker Jan 2024

JOB PURPOSE

Magic Breakfast's mission is to end child morning hunger in the UK now and for good. The Operations Co-ordinators purpose is to support schools to enable them to successfully provide their breakfast provision. The Operations Co-ordinator will need to record accurate information, be an excellent communicator and support with other operations processes to ensure the smooth running of the breakfast provision.

KEY RESPONSIBILITIES

- Responsible for ensuring the delivery of breakfast provision runs smoothly on a day-to-day basis
- Responsible for updating and maintaining school information held on systems; Business Central and Salesforce
- Manage correspondence by answering emails and phone calls
- Maintain accurate and efficient administration systems
- Monitor deliveries on a weekly basis, changing orders as required by schools and resolving queries relating to products and/or deliveries, escalating where necessary
- Support in the collation of data and paperwork required by stakeholders
- Support in the creation and compilation of reports
- Responsible for ensuring Business Central and Salesforce is updated with relevant information from external partners including schools
- Responsible for supporting Service Delivery with any administration and coordination duties as required
- Liaising with schools and distributor concerning deliveries
- Working with the Community Engagement, Business Development and Support Teams to ensure optimisation of the breakfast provision
- Work with Data Analyst to prepare reports for invoicing and reporting purposes when required.

General

- Contribute to team meetings, sharing best practice and supporting team members where necessary.
- Help to maintain a positive working environment; keeping the vision of Magic Breakfast at the heart of everything we do.
- Uphold a culture that keeps children and young people at the heart and encourages openness, collaboration, bravery, compassion and a solutions-focussed approach
- Work collaboratively across the organisation more widely to build good working relations across the organisation and provide ad-hoc support to other teams and members of staff.
- Adhere to all Magic Breakfast policies and procedures.
- Ensure that all activity is compliant with current legislation, GDPR and child safeguarding requirements.

- Participate in occasional work-related events at external venues and perform support related activities as required be willing to undertake occasional work outside of regular office hours and UK travel.
- Undertake any other duties commensurate with the role

PERSON SPECIFICATION

Knowledge and Experience

- Previous experience in an administration role
- Experience of working to deadlines
- Experience of supporting customers
- Experience/an understanding of logistics or food supply chain coordination
- Experience of working remotely with multiple customers and stakeholders

Skills and Abilities

- Outstanding time management and organisational skills with the ability to plan and prioritise multiple tasks simultaneously managing a varied workload and work under pressure to deadlines
- Ability to build and manage relationships and to effectively communicate to others
- Excellent written and verbal communication skills and strong attention to detail
- Excellent presentation skills to both specialist and non-specialist audiences
- A collaborative team player with the confidence to effectively contribute remotely across teams and departments
- Excellent problem-solving skills with the ability to be resourceful and creative in finding solutions
- High level of competency in the use of Microsoft Office packages and Business Central or similar CRM
- Ability to work with qualitative and quantitative data alongside Data Analyst
- Experience of providing a good customer service

Other

- Passion and commitment to Magic Breakfast's aim of alleviating morning hunger as a barrier to learning for children in the UK.
- Share Magic Breakfast's commitment to Diversity, Equality and Inclusion within the workplace.
- Willing to travel within the UK occasionally for meetings and other events
- Experience of working for a charity, especially in the area of children and young people, desirable but not essential.



