

Likewise

Operations & Facilities Manager Job Information Pack



About the Role

At Likewise, we believe that places matter.

The spaces we create shape how people feel, connect, learn and belong.

This role sits at the heart of our organisation. It's about helping create an environment where clients, community members, visitors, volunteers and staff feel welcomed, supported and able to thrive.

Part facilities manager, part operations manager, part coordinator and part host, you'll look after the practical systems, spaces and day-to-day running that keep Likewise working well.

The role suits someone who anticipates needs, notices what needs attention and follows things through. You'll take pride in creating a community hub and that feels welcoming, organised and well cared for

There's a real sense of satisfaction in creating environments where people can do their best work, feel at ease, and where things run smoothly.

It's a role for someone who enjoys improving systems, solving problems, building relationships and helping others succeed.

Key information

Title	Operations & Facilities Manager
Salary	£30,000
Holiday	28 days + bank holidays (increasing by 1 day per year of service).
Pension	5% employer contribution.
Hours	37.5 hours per week, Full time.
Based	At the Likewise Community Hub, Camden



About us

Likewise is a community-centred mental health and wellbeing charity based in Camden.

We believe that people thrive when they have access to meaningful relationships, supportive communities and opportunities to contribute.

Through one-to-one support, community activities, creative therapies and partnerships, we help people build connection, confidence and wellbeing.

We are also committed to building a different kind of organisation. One that values trust, learning, autonomy and shared responsibility. We work in a collaborative and relational way, encouraging people to take ownership, contribute ideas and help shape the future of the organisation.

OUR PURPOSE

Today Likewise exists to create compassionate, human-centred relationships and spaces where people feel valued, accepted, and connected.

We support often isolated or excluded people by building authentic relationships and community together. Through these connections, we nurture wellbeing and inspire systemic change toward a more human, empathetic, and inclusive health and social care system with people at the heart.

Together, we're rediscovering what it means to belong, connect and be there for each other.





ABOUT THE LIKEWISE COMMUNITY HUB

Likewise's Community Hub is at the centre of everything we do.

On any given day you might find people sharing lunch in the kitchen, tending the garden, attending a community group, meeting with a support worker, taking part in therapy, volunteering, working, learning or stopping for a cup of tea and a conversation.

It's a place where people come to find connection, support, belonging and opportunities to contribute.



The Hub is also home to our staff, volunteers, placement students and partner organisations. It's a busy, well-used space that needs to work for lots of different people with different needs. We want it to feel welcoming, safe, organised and cared for, while still holding the warmth, creativity and informality that make Likewise feel like Likewise.

This role plays a huge part in shaping people's experience of the Hub. From the first impression someone gets when they walk through the door, to the systems, spaces and facilities that help everything run smoothly, you'll help create an environment where people feel at ease, can do their best work and genuinely enjoy spending time here.



THE CORNERSTONES OF OUR WORK

To fulfill our purpose and enact our vision, Likewise has four strategic cornerstones that shape our work together:

Providing one-to-one support through human centred relationships, where we're alongside people as they navigate life, cultivate wellbeing, and learn.

Evolving and building community spaces, places, and relationships, focused on belonging, learning together, and wellbeing.

Collaborating and working in partnerships where we learn, act together, and model human centred services for greater impact, influence and sustainable change.

Being a human, relationship centred organisation where we take good care of each other. We're adaptable, responsive, dynamic, and always learning.

DIVERSITY, EQUITY, AND INCLUSION

We're committed to becoming a truly equitable, diverse, and inclusive workplace and community. We're not there yet – but we're learning, reflecting, and holding ourselves accountable. We welcome applications from people of all ages, backgrounds, identities and experiences.

Our roots lie in supporting people who have been marginalised or isolated, and sometimes our clients may express discriminatory views or behaviours. We respond through a restorative approach that prioritises repair, dialogue, and rebuilding belonging rather than exclusion.

We invite curiosity around our DEI approach and will always ask about access or support needs, so please do tell us what helps you do your best.

FLEXIBILITY, TRUST, AND SELF-MANAGEMENT

At Likewise, we work in a way that is trust-based and autonomous. We trust in everyone's intrinsic motivation to do their best work, and to manage themselves in the way that best serves the work we're all doing.

We also want to create a culture of care, interdependence, and mutual accountability. We trust and support each other to manage our working time in a way that suits both our lives, and our professional roles. And, as much as possible, we want those closest to the task to be able to make the right decisions – the same way we hope to support individuals to feel empowered, build communities, and have agency over their lives.

Our Culture

Honest

It's important that we are straightforward, honest and curious together. We talk with each other not about each other.

Optimistic

We see opportunity in challenge, trust each other and know that we will learn from our mistakes.

Playful

We take our work seriously, but we don't take ourselves too seriously. Lightness, humour and humanity mean we enjoy our work and stay grounded.



Authentic

We bring our humanity to work, try to be open and truly see each other beyond our roles, professional identity or labels. We're inclusive, accepting of difference and do our best to listen with presence and communicate in straightforward ways.

Supportive

We know that we impact each other and seek to create an environment that energises. We're conscious that maintaining energy requires good self-care and regenerative practices as part of our culture.

Open

We don't bury thoughts and feelings about each other or our work. We seek to be non-judgemental and accepting of ourselves and each other, listening and responding in service of an open culture. We love supporting each other's enquiries, helping to dig deeper, see and understand more.

About you

We're looking for someone who takes pride in creating places where people feel welcome, supported and able to thrive — while making sure the systems, spaces and practical details behind the scenes work.

Essential skills and experience would include...

Experience coordinating the smooth day-to-day running of an office, community space, venue, workplace or similar environment

Strong organisational skills and the ability to manage multiple priorities

Experience creating, maintaining or improving systems and processes

Excellent communication and relationship-building skills

Confidence using Microsoft Office and digital systems

Ability to work independently, take initiative and see tasks through to completion

Strong attention to detail and a proactive approach to problem solving

Ability to build warm, human relationships with a wide range of people, including those experiencing mental health challenges, distress, loneliness or other forms of disadvantage

It would also be great if you had experience in...

Facilities or building management

Health & Safety, risk assessments and compliance processes

Coordinating contractors, suppliers or external service providers

Finance administration, invoicing or budget monitoring

Community, charity, hospitality or customer-facing environments

Room hire, venue operations or event logistics

Supporting teams in a collaborative, self-managing or values-led organisation



The Kind of Person Who Thrives in This Role...

- * You get genuine satisfaction from helping things run smoothly
- * You love creating welcoming, organised and well-run spaces
- * You notice what needs attention—whether it's a person, a space, a system or a process—and instinctively take ownership of making it better
- * You care about customer experience, community experience and workplace experience
- * You like balancing practical tasks with relationship-building
- * You're someone who takes ownership and makes things happen
- * You want to work in a trust-based, relational and community-focused organisation
- * You see a broken process, untidy space, empty noticeboard, confusing booking system or missing risk assessment and instinctively think: "I'll sort that."
- * You understand that it's often the small practical details that shape people's experience
- * You enjoy working with people and are able to stay warm, grounded and relational when others are anxious, frustrated, distressed or communicating in different ways



Areas of Responsibility and Focus

COMMUNITY HUB, FACILITIES & OPERATIONS

- * Take ownership of the care, upkeep and day-to-day running of Likewise's physical environment, ensuring our Community Hub, office, kitchen, garden and shared spaces are welcoming, organised, accessible, safe and well cared for.
- * Ensure the facilities, office systems, equipment, IT, supplies and physical infrastructure effectively support the work of the organisation, helping staff and volunteers have the tools, resources and environments they need to do their best work.
- * Partner with the Community Programme Coordinator and other colleagues to ensure the physical spaces, facilities and infrastructure that underpin community life are functioning well and fit for purpose. This includes stewarding the practical running, upkeep, accessibility, safety and ongoing development of the kitchen, garden and shared community spaces.

HEALTH, SAFETY, COMPLIANCE

- * Act as Likewise's competent person for Health & Safety.
- * Lead and coordinate health and safety across the organisation, including risk assessments, incident reporting, contractor management, safety procedures and compliance requirements.
- * Ensure policies, assessments and processes

are communicated, maintained and reviewed appropriately so that people can participate in the life of the Hub safely and confidently.

ROOM HIRE, EXTERNAL RELATIONS

- * Coordinate the room hire offer and help grow the use of the Community Hub by organisations, community groups and partners.
- * Ensure enquiries are responded to promptly, bookings run smoothly and room users have a positive experience of Likewise, contributing to both increased income and wider community use of the Hub.

PEOPLE, FINANCE & ORGANISATIONAL ADMINISTRATION

- * Coordinate key organisational administration across areas such as HR, payroll, finance and organisational records.
- * Help ensure people are paid accurately and on time, invoices are raised and paid promptly, financial and administrative information is properly maintained, records are up to date, and key policies and processes are communicated and understood.
- * Create reliable operational systems that colleagues can trust, ensuring the organisation has the information, tools, administrative support and infrastructure needed to work effectively.

COMMUNITY, CLIENT, CUSTOMER & STAFF EXPERIENCE

- * Oversee the reception and hosting function of the Hub, working alongside placement students and volunteers to create a positive experience for everyone who interacts with Likewise.
- * Build positive relationships with clients, community members, visitors, room hirers, volunteers, partners and staff, responding with warmth, curiosity and professionalism to people with a wide range of needs and ways of communicating.
- * Help ensure people experience Likewise as welcoming, human, supportive, purposeful and professional, and feel they belong here.

ORGANISATIONAL COORDINATION, IMPROVEMENT & STEWARDSHIP

- * Provide practical coordination, administration and logistical support that helps the wider organisation function effectively.
- * Work closely with the Co-Directors to understand where practical support is needed, proactively taking ownership of delegated coordination, administration and logistical tasks. By creating capacity for organisational leadership, you'll help ensure the Co-Directors can focus their time on strategy, partnerships, people and the long-term development of Likewise.
- * Continually look for opportunities to improve systems, processes and ways of working. Bring ideas, lead improvements and help build the operational foundations that allow Likewise to thrive.

How to Apply

We want to make our recruitment as inclusive as possible. If there is a part of this application process where you feel you may need reasonable adjustments to do your best, please get in contact with us to chat this through. Details on how to contact us can be found at the end of this document.

The recruitment process for this role will contain 2 stages:

- 1 Please submit your form and answers to your written application (see below for guidance) by the 16th August at 5pm
- 2 Successful candidates at this stage will be asked to attend an initial online interview on the 24th or 25th of August
- 3 Candidates that progress to the next stage will be offered an in-person interview at the Likewise hub, Swiss Cottage on 2nd or 3rd September



STAGE 1: YOUR WRITTEN APPLICATION

To apply for this role, please complete the application form on our CharityJob page by 5pm on the 16th August. The form will include space to upload a CV and supporting statement.

Your CV

We welcome either chronological or skills-based CVs for this role – please use whatever format works best for you. Please do not include your name or any other personal characteristics on your CV. This helps us to look at written applications anonymously.

Your supporting statement

Your supporting statement should address the following two questions. Please submit a minimum of 400 words but no more than 800 words (for both questions in total).

- 1 What is at the heart of your offer to Likewise, and how do your experience, skills and competencies meet the areas we are looking for?
- 2 Tell us about some of your guiding values as a person. What are they, and why are they meaningful to you? How do you see these serving this particular role at Likewise?

Again, to help us look at applications anonymously, please do not include your name or any other personal characteristics on your supporting statement, unless they are necessary for a point you are writing about.

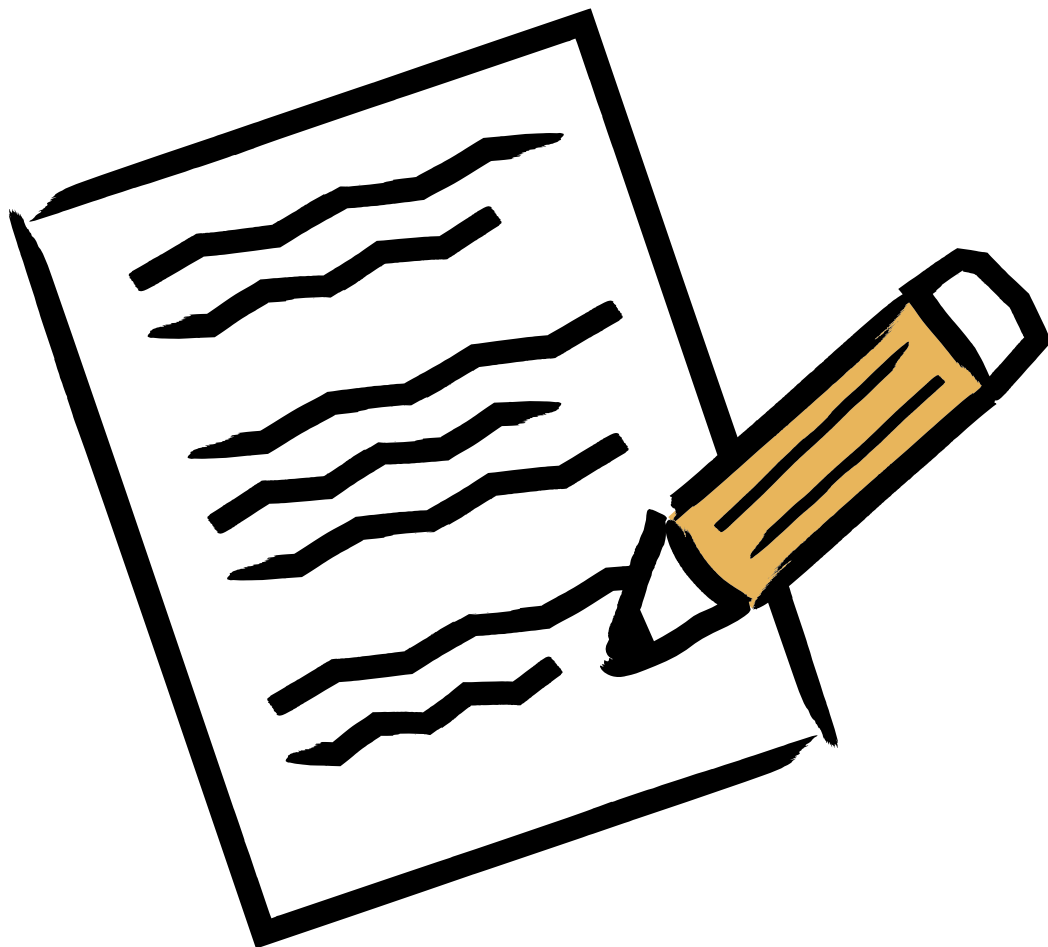
What happens next?

We will assess anonymised supporting statements and CVs separately against the criteria listed in the “about you” section. Our decision on whether we invite you to the next stage will be based on our combined assessments of your CV and supporting statement.

We will let you know the outcome of your application either way at every stage of the process. Please note, we are a small team, so are unable to provide feedback at the first stage of recruitment.

For any questions or enquiries related to our recruitment process...

Please email recruitment@likewise.org.uk or call us on 020 7278 4437 and cite the role you are applying for.





Likewise

www.likewise.org.uk | 020 7278 4437

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