



Growing Hope |
Registered charity 1176358

Growing Hope, 390 Caledonian Road,
London, N1 1DN | 07496 528506
info@growinghope.org.uk

Operations Officer

JOB DESCRIPTION AND PERSON SPECIFICATION

Growing Hope is a charity providing free therapy for children and young people with additional needs in partnership with local churches across the UK. We aim to grow hope for children, hope for families and hope in Jesus. Growing Hope was founded in December 2017 and has a vision to see 20 clinics set up across the UK by 2030. We currently have five clinics, King's Cross, Brockley, High Wycombe, Gateshead and Redbridge. We worked with over 500 children, young people, parents, carers, siblings and professionals in 2023.

Role Summary

We are recruiting an Operations Officer who will support with operations across the charity. This includes supporting the team with administration, finance, training and fundraising. We are seeking an individual who is flexible and adaptive in their approach, and has excellent attention to detail, IT and communication skills. We are open to candidates who have a strong work ethic and are keen to learn and develop the essential skills for the role. We are looking for employees who are committed to Growing Hope's vision and values and can demonstrate these both within their interview and as they complete their job role. Growing Hope values:



Job Description

Location: Central London – King's Cross (2 days office based)

Hours: 22.5hrs per week (part time)

Salary: £30,000PA (including London Weighting, Officer role) full time, £18,000PR

Job Purpose

Growing Hope is a national charity with a growing number of clinics across the UK. This operations role will provide support across the Growing Hope national staff team. This will include support with administration, finance, fundraising and training. This role is key in enabling all the functions of the national charity to run smoothly and effectively. The role will be based in King's Cross with occasional events outside of the office.

Main Duties and Responsibilities

Duties and responsibilities will be discussed and developed as the charity continues to grow. It is anticipated that this time will be flexible and adjusted according to the needs and priorities at the time. Specifically the role will include:

Providing free therapy for children and young people with additional needs and their families in partnership with local churches across the UK.



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IT administration

- Administration of IT systems, logins and spreadsheets for the team, volunteers, staff and freelancers (keeping these up to date and amending systems as required).
- Ordering and setting up IT hardware and software for individuals joining the team.
- Oversight of IT systems used by Growing Hope including ticket tailor, jot form, mail chimp, Microsoft office, google adverts and tracking. Supporting with problem solving when issues arise.
- Overseeing and training others in Canopy (clinic administration software) and helping support and problem solve with using this. This includes liaising with a freelance software developer to manage the development project.

HR administration

- Oversight of the recruitment checking process for new volunteers, trustees, freelancers and employees. This includes carrying out DBS checks, calling referees, chasing for references and communicating with individuals as they start with Growing Hope.
- Management of the 'internal news' list in order to track individuals working closely with the charity.
- Writing, drafting and sending out HR letters, contracts and contract variations.
- Organising internal events on behalf of the team including away days, training days and ad hoc events.
- Organising online training as required for members of the Growing Hope team.

Office Support

- Overseeing the day to day office and building use including the alarm, maintenance visits, wifi, printer and other equipment. This includes liaising with other individuals who have office use.
- Liaising with the Director of Operations around the use of the office.
- Ordering office supplies as required, ensuring office space and storage is kept organised.
- Supporting with external events planning including finding venues, sponsorship and items needed.
- Ordering equipment as required across the team.
- Ad hoc tasks as required across the team.

Volunteer admin support

- Processing volunteer applications and induction as required.
- Oversight of volunteers using the office space on a day to day basis. Including allocating volunteer tasks and explaining and supporting with these as required.
- Managing volunteer IT access.

General

- Sending letters and emails and making phone calls as required.
- Logging all actions on Salesforce database.
- Maintain data protection & confidentiality in line with Growing Hope's policy.
- Ensure adherence to Safeguarding and wider Growing Hope policies.
- Actively contributing to staff prayer meetings and upholding Growing Hope's Christian values.

Person Specification

The ideal candidate will have a genuine interest in working in the charity sector, an interest in additional needs and inclusion are highly desirable.

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ESSENTIAL

- This role has an Occupational Requirement to be a Christian, as permitted under Schedule 9, Part 1, of the Equality Act 2010.
- Excellent copywriting and proof-reading skills and attention to detail.
- Excellent organisation and time management skills.
- Ability to work with Microsoft word, excel, outlook and ppt efficiently and effectively.
- Ability to understand and work with back end IT systems such as wordpress, google admin suite and azure.
- Ability to take initiative and have a flexible approach to tasks.
- Commitment to Growing Hope's vision.
- Excellent communication and interpersonal skills.
- Ability to work both independently and as part of a team, as the task requires.

DESIRABLE

- Experience, interest in or commitment to a career in additional needs and inclusion.
- Experience of working in the charity/NGO sector.
- Experience of other IT systems such as quickbooks, mailchimp and ticket tailor.