

JOB DESCRIPTION

Job Title: Operations and People Coordinator

Responsible to: Chief Impact and Operations Officer

Responsible for: N/A

External Stakeholders: Schools, partner organisations, service providers

Team: Leadership/**Operations**/Development/Delivery

Location: Hybrid - 50 Westmoreland Road, London, SE17 2GA with the option of working from home (2 days a week).

About Mentivity:

Founded in 2016 by Sayce Holmes-Lewis alongside co-founders Leon Wright and Tyson Holmes-Lewis, Mentivity is an award winning inspirational mentoring organisation and alternative educational provision that aims to provide aspirational support for young people, schools and parents through 1:1 mentoring and group conversation-based learning. Our sole quest is to offer our services to as many young people through our work. We intend to:

- Transform our mentees through inspirational workshops and aspirational visits.
- Incorporate a triangulated approach that promotes a bespoke, structured approach for each individual.
- Enable young people to improve their educational engagement, personal responsibility/ accountability.
- Strategically place ourselves centrally between all relative parties (the educational institutions, parents/guardians and mentees).
- Provide a holistic service, central to the needs of our clients, young people and varying partner agencies.

Main Purpose of position:

Mentivity is seeking a results-driven Operations and People Coordinator to play a vital role in overseeing HR and operational functions. Reporting to the Chief Impact and Operations Officer, you'll ensure our organisation's growth and sustainability through effective HR management and operational support.

You'll manage HR functions using Bright HR, an all-encompassing Human Resources and health & safety software solution tailored for small organisations. Your role will be crucial in maintaining compliance and fostering a positive workplace environment.

If you're proactive, detail-oriented, and thrive in a fast-paced setting, we invite you to apply and help shape the future of Mentivity.

DUTIES & RESPONSIBILITIES

| Main duties of the role | % of role |
|--|-----------|
| <p data-bbox="204 1153 659 1191">Human Resources Support</p> <ul data-bbox="252 1227 1169 1547" style="list-style-type: none"><li data-bbox="252 1227 1169 1294">• Oversee recruitment processes including job postings, screening, interviewing, and onboarding new employees.<li data-bbox="252 1294 1169 1361">• Develop and implement HR policies and procedures in line with legal requirements and best practices.<li data-bbox="252 1361 1169 1429">• Manage employee relations, including conflict resolution, performance management, and disciplinary actions.<li data-bbox="252 1429 1169 1496">• Coordinate training and development programmes to enhance staff skills and career development.<li data-bbox="252 1496 1169 1547">• Maintain accurate HR records and manage HR systems. | 30% |
| <p data-bbox="204 1608 628 1646">Operations Management</p> <ul data-bbox="252 1682 1161 1995" style="list-style-type: none"><li data-bbox="252 1682 1161 1749">• Support the Chief Impact and Operations Officer in operational planning and process improvements.<li data-bbox="252 1749 1161 1816">• Ensure compliance with health and safety regulations and maintain a safe working environment.<li data-bbox="252 1816 1161 1883">• Manage office administration including supplies and equipment.<li data-bbox="252 1883 1161 1951">• Coordinate with external service providers and maintain positive relationships with stakeholders.<li data-bbox="252 1951 1161 1995">• Support budgeting and financial processes, including | 50% |

| | |
|--|-----|
| <ul style="list-style-type: none"> expense tracking and reporting. • Ensure the delivery team's schedules, rosters, leave, and absences are up to date and accurately recorded. • Communicate any issues or schedule changes to relevant staff members, including the CIOO, CCO, and Finance Coordinator. | |
| <p>Stakeholder Management</p> <ul style="list-style-type: none"> • Cultivate strong relationships with schools, partner organisations, and service providers to support collaborative working. • Promote Mentivity's programmes, services, and activities to stakeholders. • Support onboarding of schools and communicate programme impact effectively. | 20% |

PERSON SPECIFICATION

| SKILLS AND EXPERIENCE | Essential (E) Desirable (D) | Demonstrate at Application (A) or Interview (I) |
|--|--|--|
| Proven experience in HR administration, including recruitment, onboarding, and employee relations | E | A/I |
| Experience in developing and implementing HR policies and procedures | D | A/I |
| Knowledge of safeguarding, health and safety processes | E | A/I |
| Strong communication and interpersonal skills, with the ability to work effectively with diverse teams | E | A/I |
| Strong knowledge of UK employment law and best HR practices | E | A/I |
| Ability to adapt to changing priorities and handle multiple tasks simultaneously | E | A/I |
| Experience in coordinating training and development programmes | D | A/I |

| | | |
|---|---|-----|
| Experience in conflict resolution and performance management | E | A/I |
| Demonstrable knowledge of challenges young Londoners face | D | A/I |
| Commitment to promoting diversity, equity, and inclusion in the workplace | E | A/I |
| Experience working within a non-profit or charitable organisation | D | A/I |
| TECHNICAL SKILLS | | |
| Experience of preparing and interpreting reports | E | A/I |
| Proficient in using HR software and office applications (e.g., Google Workspace, Microsoft Office) | E | A/I |
| Experience of budget management | D | A/I |
| Experience in supporting operational functions and improving organisational processes | D | A/I |
| PERSONAL QUALITIES | | |
| Forward thinking, with the ability to contribute to business and strategic planning | E | A/I |
| Creative and proactive approach to HR management | E | A/I |
| Excellent written and spoken communication skills | E | A/I |
| Ability to build and maintain positive relationships with external stakeholders and service providers | E | A/I |
| Ability to manage confidential information with discretion and professionalism | E | A/I |
| A commitment to model behaviour and drive best practice in equity, inclusion and diversity | E | A/I |

Salary: £34,250

Location: 50 Westmoreland Road, London, SE17 2GA with the option of working from home (2 days a week).

Hours: 40 hours

Annual leave: 28 Days Inclusive of Bank holidays

Duration: Fixed term (1-year contract)