

the
overseas
disability
charity

cbm
together we can do more



Operations Officer Recruitment Pack



Second grade students Faith and Violet at a School for Children with Visual Impairments in Kadoma, Zimbabwe. One is reading braille from a book on the school desk in front of her. ©CBM/Hayduk



Registered with
**FUNDRAISING
REGULATOR**



disability
confident

We're an
**Age-friendly
Employer**

CBM UK

www.cbmun.org.uk 0800 567 7000

Charity Registration No 1058162 (England & Wales) SCO41101 (Scotland)

Working with a supportive, flexible employer

Thank you for your interest in joining the CBMUK team.

CBM UK's main office is located in Cambridge. There is also a small office in Edinburgh where three members of the Programme Development Department are currently based.

The wellbeing of our team is central to how we work. We encourage a healthy work-life balance, offer flexitime and up to 50% working from home. Our team benefit from excellent personal development opportunities and we can offer the chance to undertake fully paid training or study.

Respect and compassion is at the heart of all that we do, and this reflects in our culture. We are an organisation based on Christian values welcoming staff of all faiths and none. It's the basis of why we do what we do, striving to build a just and equitable world in which all people are included, loved, valued, and respected. We do not proselytise, and we work with partners of all faiths and none according to the greatest need.

We are part of the UK Government Disability Confident Scheme as a Disability Confident Employer. We are working towards moving to the highest Disability Confident Scheme level of Disability Confident Leader.

Disability Confident organisations play a leading role in changing attitudes for the better. They're changing behaviour and cultures in their own businesses, networks and communities, and reaping the benefits of inclusive recruitment practices.

Who we are

Too many people face poverty and isolation, denied the chance to go to school or earn and living, just because they have a disability. CBM works in the world's poorest places to prevent blindness, improve health and transform the lives of people with disabilities.

For more than 110 years, since our founder Ernst Christoffel started working with children with disabilities in Turkey and Iran, we've been reaching out to those whom others leave behind. Driven by Christian values, we work with disabled people to break down barriers by delivering practical support, improving policy and practice and inspiring the people of the UK to act.

With 45 UK staff, we're part of a Global Federation working in 29 countries. This is a truly exciting time to join us as we implement our ambitious new 'Breaking Barriers' UK strategy, fighting to end the cycle of poverty and disability.

Our Vision & Values

Our vision is an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

We challenge injustice

We strive to build a just and equitable world in which all people are included, loved, valued and respected. We serve those in greatest need, regardless of race, gender, age or religious belief.

We make every action count

We focus our efforts on bringing about tangible change in the lives of those whom others leave behind.

We embrace partnership

We can achieve more when we work with others. We value everyone's unique contribution.

We live with integrity

We live responsibly and with honesty.

Operations Officer

Place of work:	Munro House, Mercers Row, Cambridge, CB5 8HY. CBM has an agile working policy, with up to 50% home working optional.
Starting salary:	FTE £26,930 to £28,570 (pro-rated for part time hours).
Contract type:	Part time (22.5 hours per week) working pattern can be agreed.
Reports to:	HR & Operations Manager

Purpose: A multi-faceted role providing invaluable support in a wide range of tasks, allowing the department, and at times the wider team, to maximise their time and focus on the priorities and objectives of this function and the organisation. This is a fantastic opportunity if you are looking for development in Operations, Human Resources, Learning and Development, or Information Technology, or just wanting to hone your skills, as CBMUK places an emphasis on professional development and training for its employees.

Key responsibilities

The Operations Officer is based within the Finance and Operations team. This role supports the function with administrative responsibilities which constitutes the key support services across the Charity including facilities management, IT, HR. The balance of your energy and professionalism will mean that as a committed and conscientious member of the team you will take responsibility for delivering excellent administrative skills and answering and coordinating enquiries that come into the department as well as maintaining key relationships with external suppliers and being a source of support across the team, while at times offering support to the wider organisation.

Operations 60%

1. Help to ensure that new processes and systems are implemented smoothly and that any issues are identified and addressed quickly.
2. Support with ongoing basic general IT queries, in line with our IT consultant. Providing technical support such as troubleshooting and help with the resolving of technical issues and providing ongoing training and support to users.
3. Health & Safety point of contact, helping processes to be in place and being adhered to.
4. Continuously monitor and improve processes in order to help the HR & Operations Manager increase efficiency and reduce costs.
5. Support with compliance and regulatory requirements to ensure the organisation meets industry standards.
6. Liaise with suppliers to place orders and organise deliveries to ensure jobs are delivered on time.

7. Administration of the approved supplier and subcontractor spreadsheet, including the setting up of new subcontractors to ensure information is collated along with insurance documentation and draft contracts within tight deadlines.
8. Track stocks of office supplies and place orders when necessary.
9. Provide administrative support to the Finance & Operations department, and when required, team-wide, with scheduling meetings, maintaining records, supporting events and creating reports etc.
10. When required, support the Finance & Income team to open, sort, batch incoming postal donations and with the automatic mailing machine or hand stuffing envelopes.
11. Support the team with organising travel arrangements, including overseas travel.

HR Support - 30%

1. Update and maintain HR systems, records and reports with accurate employee data.
2. Process leavers, including preparing accurate, relevant documentation and updating systems accordingly, and safe return of equipment.
3. Monitor holidays, absence and lieu time.
4. Support with recruitment process such as advertising, preparation for shortlisting and interviews, offer letters, right to work and reference checks.
5. Ensure the training system is kept up to date and all required staff training is coordinated.
6. Support with on boarding and induction scheduling of new staff.

Other - 10%

1. Arrange, organise and support meetings both in the office and external platforms.
2. Arrange agendas and taking meeting notes.
3. Be familiar with the mission and objectives of CBM UK.
4. Be flexible and willing to take part in other activities that may be reasonably requested.

Key criteria for success: Within 6 months, the Operations Officer will:

- Be working to clear and agreed objectives and plans.
- Have a good understanding of CBM UK systems and procedures.
- Have built up strong relationships within the Finance & Operations department.
- Be providing timely, clear and accurate support to colleagues, particularly the HR & Operations Manager.

Person specification

The role would suit a motivated individual either experienced or looking for their first role within a support function. All the requirements are desirable.

Experience and knowledge

- Experience of working in a busy office environment.
- Experience and knowledge of using Microsoft Office (Teams, Word, Excel, Power Point, Outlook), ideally Microsoft office 365 Business Premium.
- Experience of accurately processing data to deadlines.
- Experience in provision of high-level administrative support.
- Experience in the recruitment process
- Knowledge of charities
- Experience of working in or understanding the key issues facing the international development sector

Skills/Competencies/personal qualities

- Excellent administration and organisational skills demonstrating strong attention to detail.
- Strong organisational skills. Effective time-management with the ability to organise and prioritise own workload, work to deadlines and sometimes under pressure.
- Excellent communication skills; written, verbal and in facilitation at all levels; with the ability to inspire and develop the outputs of others and to communicate complex information in a clear, effective and persuasive manner as required.
- Ability to work on own initiative and collaboratively with a number of stakeholders to meet agreed objectives.
- Attention to detail and the ability to follow tasks through to completion.
- High degree of flexibility and adaptability; responsive to changing needs.
- Robust, 'can-do' attitude that thrives on challenges, and is willing to take initiative.
- Ability to handle confidential and sensitive issues appropriately.
- Commitment to CBM's mission and values.
- A willingness to contribute to the growth and development of CBM and its work.
- Ability to research and analyse a wide range of information.

Education/Qualifications/Experience

- HR or L&D qualification, such as CIPD (Chartered Institute of Personnel and Development) or working towards.
- H&S qualification/experience

Benefits

CBMUK would not be able to achieve its vision for an inclusive world without its dedicated employees. It is therefore important to offer a range of benefits which are designed to meet both the organisational and individual needs, and are market competitive and designed to attract employees.

Work Space

- Agile working for all staff members which includes options for flexible working hours and up to 50% working from home for most roles.
- Wonderful modern offices, which are fully accessible.

Pay & Pension

- Competitive salaries within the sector. We regularly review salaries to attract, develop, motivate and retain the appropriate calibre of employees.
- We offer a pension plan with employer contribution of up to 5%.

Holiday

- All full-time employees are entitled to 25 days' holiday per year in addition to UK public holidays (prorated for part time employees).
- Option to buy extra annual leave.

Family Friendly Policies

- Family friendly policies which are in place to support employees by offering different types of leave that may be taken.

Learning & Development

- CBM places an emphasis on professional development and training for its employees in order to enable them to fulfil their roles. We support employees in their desire to further their qualifications and careers, including offering opportunities to undertake fully paid study and training

Life & Wellbeing

- Group Life Insurance for all employees, which is equivalent to 2 x your annual salary
- Yu-Life (employee wellbeing app).
- Our Wellbeing Working Group actively supports mental health and wellbeing in the office. We also offer a free Lifestyle Counselling Helpline & Online Support Service.

Cycle to Work Scheme

- Employees can purchase a commuter bike, clothing and accessories whilst spreading out the cost.

Diversity and Safeguarding

Everyone has the right to be treated with consideration and respect. CBM UK is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual.

CBM UK aims to ensure that all staff, volunteers, supporters, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race, including colour, nationality, ethnicity, or national origin, disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

All roles within CBM UK are required to actively respect, support and promote the safeguarding of all children and adults who come in contact with our organisation, including our beneficiaries, partners, staff and volunteers, ensuring policies and procedures are followed and observed at all times.

CBM UK is an equal opportunities organisation, a disability-confident employer, part of the Age Friendly Employer Pledge and committed to achieving the highest standards of diversity, fairness and equality. Should you require any additional support or reasonable adjustments please [email us](#)

Employment Checks

We are unable to provide sponsorship for this post. All offers of employment are made subject to proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, and three references satisfactory to CBM UK and a DBS Check.

Use of Curriculum Vitae

Our policy is to recruit and employ our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information and as such your CV should be accompanied by a completed application.

Shortlisting and Interviews

All applications are subject to our shortlisting process. If you are shortlisted we will contact you and invite you to attend an interview. You will also be advised at this point if there will be any skills tasks to complete as part of the recruitment process.

How to apply

Please email your completed [Application form](#) and Curriculum Vitae to recruitment@cbmuk.org.uk

More information about CBM can be found by visiting our website: www.cbmuk.org.uk

Closing date is open and dependant on the right applicant. We are always happy to have an informal chat, as we'd love to tell you more about this exciting role, or to answer any questions you may have. Please email our [Recruitment Team](#) or call us on 01223 484700.

We look forward to receiving your application.