

## Operations & Programmes Support Officer

We are seeking a highly organised and proactive Operations & Programmes Support Officer to play a vital role in the smooth running of our small charity working to strengthen London's communities. This is a varied, hands-on role supporting both programme delivery and day-to-day operations. You will bring strong attention to detail, a conscientious approach, and the ability to manage multiple priorities. Working closely with colleagues across the team, you will be a clear communicator who enjoys collaborating and contributing to a positive working environment.

The Operations and Programme Support role will be instrumental in supporting our small team to continue to grow our services to support charitable organisations across London while consistently maintaining and improving the quality of our service.

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### Role Details

**Title:** Operations & Programmes Support Officer

**Time Commitment:** 3 or 4 days (negotiable depending on availability)

**Locations:** Hybrid – remote and in-person (minimum 2 days per week in our Battersea office, with travel across London for events a few times a year)

**Salary:** £28,000 full time @ pro rata for 3 or 4 days a week

**Purpose:** To support the smooth delivery of programmes and effective day-to-day operations

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### Responsibilities

#### Operations support

- Maintain and improve key systems and processes, including CRM data, mailing lists, and shared platforms like SharePoint
- Manage shared inboxes, internal communications, meetings, and day-to-day team coordination
- Provide wider operational support, including managing equipment and systems, basic troubleshooting, data protection, and staff coordination (e.g. meetings, holidays)

## Programme and Communications support

- Working closely with the Events Manager, coordinate event delivery, including promotion, registrations, attendee communications, and on-the-day support for 10 online Lunch & Learn events, 2 in-person workshops and 2 community events a year.
  - Support event logistics (venues, catering) and ensure all data, feedback and learnings are captured and recorded in our CRM
  - Assist with website updates, weekly social media activity, and community engagement and track monthly performance across channels
  - Support and maintain impact metrics and participant feedback across all activities
  - Contribute to research and information gathering for programme development and fundraising as needed
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## About Link UP London

At Link UP London we build stronger more resilient communities. By connecting small Social Good Organisations or SGOs (i.e. charities, Community Interest Companies, community groups and social enterprises) with Skilled Volunteers, we help these organisations access the skills they need, when they need them, to address strategic and operational development issues and build capacity and resources. Our Skilled Volunteers have a range of professional backgrounds (HR, finance, comms, marketing, legal, data, IT and many more) and want to apply their skills and expertise to make a positive difference in London. This means that the organisations are better equipped to tackle the multiple challenges of inequality facing their communities and the Skilled Volunteers have a meaningful volunteer experience that fits into busy schedules.

We connect skills to SGOs in 3 main ways including:

- **Skilled Volunteering Projects:** Short-term, structured volunteering engagements.
- **Social Impact Solutions:** Our corporate programme provides structured skills-based employee volunteering opportunities in a range of formats.
- **Events:** Including Lunch & Learn Sessions – 10 one-hour webinars that allow professionals with limited time to share their expertise on topics of relevance to SGO capacity development - 2 in-person workshops and 3 community gatherings.

We work in all boroughs and the city of London with 90% of organisations we support addressing issues of poverty, vulnerability and marginalisation.

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## Person Specification

- Highly organised, with experience supporting organisational operations and/or programme delivery
- Strong attention to detail and some experience working with databases and CRM systems; familiarity with these systems is a plus

- Experience supporting events (online and in-person) and managing multiple priorities
- Comfortable and experienced with various forms of technology including digital tools (e.g. Excel, social media platforms, content tools)
- Clear communicator who enjoys working collaboratively across a team
- Proactive, solutions-focused, and keen to positively contribute to a growing organisation

Nice to have:

- An understanding of volunteering and Skilled Volunteering in particular
- Knowledge, and some direct experience, with the charity sector
- An understanding of the charity sector including opportunities and challenges faced by small organisations today
- The ability to be in London multiple times a week as needed

Qualities that are a good fit for our team

- Personable / warm / caring / friendly
- Energetic, confident and outgoing
- Hardworking / dedicated / committed
- Entrepreneurial
- Professional

## Application Details

Please submit a CV and covering letter (max 2 pages) **addressing your suitability to this role in relation to the job description and eligibility specifications above** to **kim@linkuplondon.org** with the subject line - Ops and Programme Officer.

*Please note that applications submitted without a cover letter will not be considered.*

**Closing Date for Applications:** Wednesday 10 June 2026 at 5pm