

# People & Operations Co-ordinator

## Application Pack



Dear Applicant,

Thank you for your interest in working with Peer Power Youth. This pack contains information about the role and how to apply.

Peer Power Youth was founded as a response to what children and young people across England and Wales said needed to change to improve support services like youth justice, mental health and social care, and because of my own lived experience of adversity and trauma. We are a diverse and friendly team, and the successful applicant can expect to work in a flexible, positive, and wellbeing-focused environment with generous staff benefits. More on these [here](#).

It's an exciting time to join Peer Power Youth as **People & Operations Co-ordinator** as we begin developing our new strategic plan. We are keen to find the right people who live our values, are passionate about empathy, relationships and shared decision making, committed to social justice, and have a deep understanding of the effects of inequality for young people especially those linked to systemic oppression and experiences of Youth Justice, Children's Social Care and Health systems.

We are embedding anti-racist and anti-oppressive practices across our business plan, projects, policies and recruitment processes, and are committed to being an equitable workplace. Our recruitment process is built to eliminate unconscious bias, e.g. applications are anonymised before review by the panel. We encourage applications from people who are underrepresented in the charity sector, and particularly those who have lived experience of the systems it is our mission to change, such as in justice, social care or healthcare.

Even if you feel you don't meet all the essential criteria, please do still apply or get in touch for a chat to discuss if you feel called to the role. Please also let us know if we can do anything at any stage to make the application process more accessible for you.

With our kindest wishes,

Anne-Marie Douglas & Nic Kidston, Co-CEOs

## About Peer Power Youth

Peer Power Youth is a charity with national impact, that leads with empathy and does vital work to support young people who have experienced trauma.

We provide young people with life skills, training and work experience. We work together to create real change for others in mental health services, justice and social services. You can learn more about us at our socials or our website [here](#).

We care for young people, sometimes at the most difficult times in their lives, and we give them the time they need, for as long as they need. We build on strength and lead with empathy, which means that we know what's needed to build trusted relationships and improve support services, because many of us have had similar experiences.

At Peer Power Youth, everything we do is centred around young people and we work alongside young people who have designed and developed our organisation from the start. We want to make sure that the young people who are not usually heard in society ARE heard.

We are a small charity of around 16 people in the core team across London and the Southeast. We work in the community, in justice or care system settings, and in the office or from home dependent upon the role. Most people work 3-4 days a week dependent on their weekly hours, and we offer flexible working.

## About the role of People & Operations Co-ordinator

This role is a key part of the team at Peer Power Youth. You'll be responsible for the smooth running of Peer Power Youth's operations and for ensuring a values-based approach to people and HR processes. You will be the welcoming face of the charity, supporting the team with operational and individual needs, ensuring a system-wide approach that allows everyone from young partners, youth engagement team, senior leadership and trustees are able to do their best work and achieve the charity's objectives. You will work across the team with the finance and payroll officer, EA/lead for people transitions, the youth engagement team, and Co-CEO responsible for HR and Operations, as well as external HR and IT support agencies.

It's a great time to join Peer Power Youth! We have recently secured key funding to strengthen and develop the charity and deepen our impact for system change and positive change for young people. During 2024 we will be co-creating an ambitious new strategy and vision ahead for 2025 –2030. You can support this as part of our valued community that spans young partners, trustees, advisory forum and our staff team.

## Who we are looking for

As the name suggests, we're looking for a 'people' person who will really live our values! Someone to be the heart of our office and the first port of call for both the team and external stakeholders. You'll be a whizz with organisation and have experience of providing excellent HR and operational support. You'll also need to be CIPD level qualified in HR to keep the People side of things running smoothly.

It's important for this person to be right in the thick of things, so this is an office-based role and you'll be working from our lovely office in Fivefields. With a friendly team, a social calendar, coffee on tap, dogs, a library, and a range of workspaces, we all really enjoy the space.

Keep reading for more information on the role!

## An average week might look like:

- ★ Working in our London office to welcome and support the team with day-to-day operations
- ★ Running the day-to-day HR processes, supporting line managers, and ensuring staff have scheduled and regular support - issues are responded to appropriately and DBS/contracts are updated appropriately
- ★ Supporting the team with room bookings for sessions, paying for young people's travel and expenses, co-ordinating food orders for sessions, and topping up the foodbank and toiletries.
- ★ Keeping abreast of policy renewal and statutory updates, and producing reports
- ★ Meeting with Co-CEO and Finance team to ensure staff and young partners are paid and core budget is managed effectively

## How to Apply

Please apply by [completing this application form](#).

We try and make the recruitment process as accessible as possible, so there is an option in the form to add a link if you'd like to answer the questions in an alternative format, e.g. video or voice note. You can also use this section to share any other relevant content with us if you wish.

Your application will be anonymised for the initial screening and you will then be contacted once shortlisting has taken place.

**Please note** that using AI will result in your application being withdrawn.

If you have any questions or issues, please contact:

[recruitment@peerpower.org.uk](mailto:recruitment@peerpower.org.uk)

**Please apply by closing date of 11.59 pm- Wednesday 24<sup>th</sup> July**

## Next steps

If you are successful in the initial screening stage, you will be invited for an informal telephone screening process on **30<sup>th</sup> July 2024**. Interview options may also be discussed as part of this conversation. Following this, the provisional interview date is **Tuesday 6<sup>th</sup> August** at our office base (Fivefields, 8-10 Grosvenor Gardens, London, SW1W 0DH).

The interview will involve some questions from young people, and we will send interview questions in advance so that you have time to read, reflect, and plan.

**Equal Opportunities:** We are committed to equal opportunities and welcome applications from all sections of the community, especially those who are underrepresented in charities. We aim to be representative of the community we are working with. We encourage applications from people of colour, those who identify as LGBTQIA, working class, differently abled, those living with mental health conditions, refugees and migrants. We welcome people from all identities who are made to feel marginalised.

Peer Power Youth, in compliance with the Disability Discrimination Act 1995, will seek to make reasonable adjustments to overcome barriers to employment caused by disability and/or neurodiversity, and encourages applications from these candidates. As an employer we make all reasonable adjustments to support employees in their work if they are disabled or have a health condition. We support the Access to Work scheme which could provide you with financial support to get the help you need to do all tasks successfully. We are happy to facilitate Access to Work assessments and reclaims, and actively welcome applicants who need this in order to do the job. Please let us know if we can do anything at application or interview stage to make the process more accessible by contacting: [recruitment@peerpower.org.uk](mailto:recruitment@peerpower.org.uk)

**Safeguarding:** We recognise our responsibility to safeguard the welfare of all children and young people and commit to recruitment practices which protect them. Our work involves regulated activity with children, young people and vulnerable adults and it is exempt from the Rehabilitation of Offenders Act 1974 and all subsequent amendments (England and Wales). We require all staff undertaking regulated work with children and young people to have an enhanced DBS disclosure and pre-employment checks. If you are offered a conditional role at Peer Power Youth, you will then need to complete a Declaration of Criminal Convictions Form and complete a satisfactory Enhanced DBS, Work Assessment & References check before the role offer is final.

**Recruiting Applicants with Criminal Records:** People who have criminal convictions are welcome to apply for roles at Peer Power Youth, and we consider each person on their own merit and in relation to the role offered. You can request our policy on recruiting people with criminal convictions.

Further advice and guidance on disclosing a criminal record can be obtained from [Unlock](#).



## Role Description

<b>Role</b>	People and Operations Co-ordinator
<b>Office Base</b>	London (Victoria)
<b>Salary</b>	£33,880 Full Time Equivalent (35 hours) Actual salary - £20,328 p/a for 21 hours
<b>Hours</b>	21 hours/3 days per week This is a one year fixed term contract with extension subject to funding
<b>Leave</b>	Full time equivalent leave 28 days, 8 Bank Holidays, 2 personal days. Leave is pro-rated.
<b>Reporting to</b>	Co-CEO
<b>Summary</b>	This role is responsible for the smooth running of Peer Power Youth's operations and for ensuring a values-based approach to people and HR processes. The role holder will assist the Co-CEO responsible for strategic operations to action, achieve, and evaluate organisational objectives linked to People and Operations across the Charity, as well as working closely with the Lead for People Transitions.
<b>People/ HR</b>	<ul style="list-style-type: none"><li>• Responsible for running the day-to-day HR processes in a consistent and timely manner and the continuous improvement of these</li><li>• Promote values-based culture and a caring approach to people activities, ensuring a smooth employment journey</li><li>• Work closely with the lead for people transitions (onboarding and offboarding) to ensure smooth people journeys</li><li>• Track and co-ordinate policies for update, and manage the timeline for development with YP, Staff and Trustee approval</li><li>• Co-ordinate and ensure accuracy and clear communication for general people activities including managing leave, health and safety refreshers, mandatory training, DBS renewal scheduling, training and development, benefits, wellbeing, and engagement of employees in line with key policies.</li><li>• Support wellbeing of staff and contractors by co-ordinating activity including access to work claims and clinical supervision, recognising birthdays, organising cards/gifts when needed, and supporting with coordinating away days/socials etc.</li><li>• Ensure appropriate records and data are processed in line with consent, data protection policy and regulations. Tracking and alerting managers to key milestones/ renewals. Share data for reports from HR database (Breathe HR)</li></ul>
<b>Operations</b>	<ul style="list-style-type: none"><li>• Ensure high quality relationships as first point of contact for team and phonenumber, and supporting shared mailboxes</li><li>• Key contact for external operations contracts e.g. IT support, phone contracts, insurance, buildings management, clinical therapy</li></ul>

	<p>consultants. Ensuring compliance and ongoing cover and support.</p> <ul style="list-style-type: none"> <li>● Asset management logging inventory, checking equipment in and out. Work with IT agency to co-ordinate and set up appropriate systems and equipment including ensuring key accounts, virus protection, security and back up.</li> <li>● Supporting the team to optimise data storage and filing in Shared drives.</li> <li>● Ensure health and safety in workplace according to key regulations ensuring regular risk assessments and appropriate equipment display equipment assessments, stress assessments, etc.</li> <li>● Support the smooth running of office and charity operations for both in-person and remote working- including foodbank &amp; stationery stock, CRM, petty cash/ Soldo, Monday.com, MS Teams, Slack and MS Sharepoint.</li> <li>● Ensure staff concerns are raised and responded to effectively</li> </ul>
<b>Team Support</b>	<ul style="list-style-type: none"> <li>● Support Youth Engagement Team with operational aspects of their work including administration of young partners e.g. ensuring up to date contracts, DBS renewals and training is tracked.</li> <li>● Tracking and administration of annual cycle of support for YP including scheduling training and supporting with event co-ordination, food orders and logistics for team days and YET sessions</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>● As budget holder – track, code and co-ordinate Peer Power Youth’s core operations, training and wellbeing budgets, and support processing and reporting. Authorisation within organisation limits.</li> <li>● Provide finance with appropriate HR information for monthly Payroll</li> <li>● Supporting team with Petty cash/Soldo for YP travel and expenses</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>● Promote and demonstrate our values by being positive, open and honest and showing empathy, love, respect and fairness.</li> <li>● Work in line with our policies and procedures to achieve our aims and objectives.</li> <li>● Ensure data is processed in line with data protection policy and regulations and consent is managed.</li> <li>● Maintain appropriate confidentiality with young people, Board members, staff, and volunteers</li> <li>● Attend and proactively participate in appropriate internal and external meetings and events, meetings, appraisals and training</li> <li>● Build and maintain positive relationships across the Peer Power Youth community and professionally and positively represent Peer Power Youth at all times, maintaining organisational culture, values, and reputation with all staff, associates and external stakeholders</li> <li>● Work flexibly around activities including evenings and occasional weekends</li> <li>● Ensure the proper use and security of the office and equipment</li> <li>● Undertake any other duties and reasonable requests that are in keeping with the nature of this post and to support the charity</li> </ul>

## Person Specification

<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Appropriate level HR qualification - CIPD level 5 qualified (Associate level)</li> <li>• Proven experience of HR and general administrative work, including excellent IT skills (using Microsoft Office, Word, Excel, Outlook, PowerPoint, SharePoint, as well being adaptable to CRM, HR and Finance systems)</li> <li>• Experience of working to provide operational support across an organisation</li> <li>• Proven experience of organising and co-ordinating projects and events.</li> <li>• Experience of co-ordinating and advising on general HR and operation processes and policies</li> <li>• Knowledge and experience of effectively working with external providers</li> <li>• Understanding of data protection and confidentiality and experience of implementing GDPR regulations</li> <li>• Demonstrates commitment and understanding of good practice in equal opportunities, equity, diversity and inclusion</li> </ul>
<b>Skills &amp; Capabilities</b>	<ul style="list-style-type: none"> <li>• Exceptional attention to detail with relational and caring approach</li> <li>• Highly organised and able to co-ordinate and prioritise multiple areas of work to clear timelines</li> <li>• Systematic and process-focused approach to working</li> <li>• Trusted listener and skilled communicator able to communicate complex information clearly both written and verbal in a friendly professional way</li> <li>• Well-developed IT skills, including MS office, CRM systems, online team engagement</li> <li>• Able to maintain appropriate confidentiality in line with role</li> </ul>
<b>Values and Behaviour</b>	<ul style="list-style-type: none"> <li>• Patient, non-judgemental, compassionate, with deep commitment to anti-racism and anti-oppressive practice</li> <li>• Passion for collaborating with the team (including young people) and maintain positive working relationships internally and externally</li> <li>• Enthusiastic, positive and solution-focused team player, able to self-motivate and work independently</li> <li>• Commitment to reflective practice and ongoing learning and development professionally and personally</li> <li>• Willing to learn quickly and adapt to new situations</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Willingness to work flexibly (including occasional evening and weekends)</li> <li>• Willingness to promote Peer Power Youth's work and ethos, and commitment to our vision, mission, and living our values, particularly empathy.</li> </ul>