



Job Application Pack – Operations Coordinator

Haringey Migrant Support Centre is a community-based organisation, with over a decade of experience supporting migrants in Haringey and neighbouring boroughs. We provide free and professional advice, referrals and signposting on issues relating to immigration, housing and welfare.

HMSC has a staff team of 9 people. We are supported by a team of 40 volunteers.

We run a busy service which is responsive to a fast-changing environment. We are looking for an **Operations Coordinator** to lead on all aspects of the smooth running of the office, financial and organisational administration and premises management as well as taking a key role in our external communications.

The ideal candidate will enjoy working in a small, busy organisation, and must be confident taking a lead on their own work. You will be part of a committed and friendly team, with the opportunity to develop new skills, contribute to the organisation's direction, and gain a thorough understanding of HMSC and the wider sector. This role will suit someone who is very well organised and values the importance of excellent administration and process management in underpinning the success of a people-facing community team. You will work at the heart of the organisation, and across different teams, to play a pivotal role in ensuring HMSC is able to assist hundreds of migrants approaching the service every year.

Working for HMSC: Staff terms and conditions include a supportive probationary period, contractual sick pay scheme, Pension scheme, and generous leave of absence allowances.

You can find out more about HMSC and the work we do on our website here: <http://haringeymsc.org/>

We recommend you also read our Annual Report here: <http://haringeymsc.org/annual-reports/>

Important tips for submitting your application:

To apply, you will need to submit the application form by **9am on Monday 6th May**. Late applications will not be accepted. Interviews will take place in the **week beginning 13th May**.

Please return the application form and equal opportunities monitoring form to joinus@haringeymsc.org

Please ensure you read the person specification carefully before submitting your application. We will mark your application against the points outlined in the person specification, so you should address each of these points in your personal statement. You do not need to fulfil the 'desirable criteria', but if you do then you should address these in your statement as these will strengthen your application. Be as clear as you can, tell us about your experience, skills and knowledge, and give us examples of what you have done in the past. Don't worry about making the writing 'flow', it's more important that you address the points in the person specification.

If you want to chat about this role further, or ask specific questions about HMSC, you can contact us by email at: joinus@haringeymsc.org.uk



ROLE PROFILE

POST:	Operations Co-ordinator
ACCOUNTABLE TO:	General Manager
HOURS:	21 hours per week
LOCATION:	London, N15
CONTRACT:	Permanent
SALARY:	£20,644.20 pro rata (£34,407 FTE) (under review)

PURPOSE OF THE POST

The Operations Co-ordinator will have direct responsibility for the day-to-day management of the premises, office and administration, maintaining regular communications and the website, and taking the lead on some areas of compliance and project monitoring. The Operations Coordinator will support the HMSC team to ensure that its activities can be delivered successfully including supporting the ongoing development of the organisation's internal progress.

RESPONSIBILITIES

1. Finance

- Manage and administer Petty Cash
- Manage and administer hardship grants to visitors/clients
- Process invoices, staff expenses and grant recipients; payroll and setting up payments
- Administer the organisation's bank account and any necessary changes
- Manage and administer donations, maintain supporter records and communicate with individual donors
- Liaise with the organisation's bookkeeper to ensure records are accurate and up to date
- Assist with ad-hoc financial information as and when required
- Lead on the development and maintenance of financial policies relevant to the organisation to ensure HMSC is compliant with its internal policies and legal obligations

2. Facilities Management

- Lead on all aspects of managing the office premises, including utilities, insurance, cleaning, security and ongoing improvement of the working space
- Liaise with contractors and the landlord over maintenance issues
- Oversee the operation of IT systems, liaising with external IT providers for more complex issues
- Support staff and volunteers with day-to-day IT issues
- Organise health & safety training, including first aid, fire drills, evacuation and shutdown
- Lead on the development and maintenance of health & safety policies relevant to the organisation to ensure that HMSC is compliant with its internal policies and legal obligations

3. Office Administration

- Support the smooth running of the office, including planning and implementing new processes in consultation with the team and the General Manager
- Undertake day-to-day maintenance of IT systems, including setting up new staff with equipment and log-ins, and troubleshooting small problems as they arise
- Maintain office supplies, including stationery, materials and equipment (laptops etc)
- Deal with all correspondence and telephone enquiries
- Perform other clerical and administrative duties commensurate with the post
- Support the organisation for key meetings, including the board of trustees

4. Human Resources

- Administer the organisation's online HR system
- Assist the General Manager with recruitment
- Organise Staff training, in agreement with the General Manager
- Undertake other HR related tasks as required
- Assist with the preparation of HMSC's Annual Report

5. Publicity & Communications

- Develop and maintain the HMSC website
- Lead on regular office communications, including newsletters
- Respond to email enquiries from the public
- Contribute to our social media presence, and other promotional material

6. Fundraising and monitoring

- Contribute to the administration and monitoring of our fundraising programme, working closely with our fundraiser
- Co-ordinate community-based fundraising activities, including events and crowdfunders
- Maintain online giving platforms, including communicating with supporters
- Represent and promote HMSC in a range of fundraising and community events

7. Risk Management & Compliance

- Monitor compliance with HMSC procedures, policies and guidance and lead on ensuring these are followed correctly
- Take a key role in the ongoing review process for HMSC's policies
- Assist with the implementation of health and safety arrangements
- Lead on risk assessments for the premises and new activities
- Identify risks and escalate as appropriate
- Assist the Data Protection Officer with GDPR compliance

Person Specification

	Essential	Desirable (you do not need to fulfil these criteria to apply)
Experience	<ul style="list-style-type: none"> • At least 2 years' working in an administrative role, or a role with a significant administrative element • Experience in financial administration (processing invoices, keeping financial records, petty cash, setting up payments) • Experience of taking the lead on a significant area of administrative work • Experience of managing a busy workload including meeting deadlines • Experience of managing and maintaining relationships with a wide range of agencies, for example contractors or partner organisations • Experience of writing persuasive communications (e.g. a newsletter, mail out, campaigns materials) • Experience managing office premises or a building 	<ul style="list-style-type: none"> • Lived experience of forced migration or being undocumented. HMSC recognises the value of staff having lived experience in the issues that we work on. If you would like this experience to be considered as part of our recruitment process alongside the rest of your application, please let us know in your personal statement. You do not need to give any details about your own experience unless you wish to • Co-ordinating projects and events • Experience of working with people from a wide variety of backgrounds/cultures and whose first language is not English • Experience of maintaining a website • Experience of maintaining or contributing to a social media account
Knowledge	<ul style="list-style-type: none"> • Understanding of the issues facing small voluntary organisations • Good understanding of GDPR Legislation and Health and Safety Legislation 	<ul style="list-style-type: none"> • Understanding of the issues affecting refugees and migrants • An understanding of employment law • Good understanding of how to undertake risk assessments of activities and premises
Skills & Abilities	<ul style="list-style-type: none"> • Ability to work autonomously across a broad portfolio of responsibilities, managing your own workload, including meeting deadlines • Ability to pick up new skills and processes quickly as the needs of the organisation change 	<ul style="list-style-type: none"> • Website design (especially Wordpress)

	<ul style="list-style-type: none"> • Strong communication skills including a high standard of spoken and written English • Problem-solving skills – ability to think creatively with a holistic approach to complex issues • Interpersonal skills, including the ability to work flexibly within a team, respond sensitively to our visitors and maintain confidentiality • Ability to work efficiently and professionally with attention to detail and accuracy • Excellent IT skills including the ability to troubleshoot common problems 	
<p>Personal Qualities</p>	<p>Strong personal commitment to:</p> <ul style="list-style-type: none"> • putting the needs of service users at the heart of the organisation and its design • empowerment of marginalised individuals • promoting equality, diversity and inclusion • the aims and principles of HMSC <p>Willingness to work flexibly</p>	