



Operations Coordinator - The School & Family Works

Reports to: CEO

Direct reports: None

Hours/place of work:

Hybrid working – predominantly working from home but with regular travel during term time to visit participating schools, spread across Hounslow, Richmond, Kingston, Hammersmith & Fulham and Lambeth. This job is best suited to someone who lives locally (in or around Richmond upon Thames). The hours are approximately equivalent to 4 days a week (0.8 FTE), with a significant bias towards term time working. However, there is an expectation that you would be able to work some additional days in the school holidays with prior notice. As we work with schools, holidays will usually need to be taken in the school holidays. If preferred, the core hours can be spread over Monday to Friday, with monthly commitments on a Friday lunchtime. Given this, we are looking for someone who can be flexible and, in return, we will do our best to fit in with any other commitments that you might have.

Salary: £30,000 (FTE) - ie £24,000 actual salary per annum plus pension benefits

Role summary:

The School & Family Works ('SFW') is a small Social Enterprise and registered charity, operating under the umbrella of Transgenerational Change Ltd ('TCL'), and is based in Richmond, Surrey. Our purpose is to transform the lives of children who are struggling at school because of behavioural, emotional and / or family issues and to enable long term change.

We are looking for an Operations Coordinator who will be responsible for the smooth running of the charity. This includes supporting the team with administration; data collection and storage; finance and reporting. There will also be opportunities to work with families and schools to capture the impact of our services. The ideal candidate will be a capable, efficient, flexible self-starter who gets things done. We are looking for someone who is highly organised, analytical, numerate and with excellent IT skills (particularly Excel). They must also be a good team player, who communicates warmly, building strong relationships; and who identifies strongly with our social mission.

Principal responsibilities:

1. Evidence management
 - Overseeing, inputting and managing the collection and storage of sensitive data, regarding families, therapy sessions and progress (including SFW's quantitative and qualitative output and outcome measurement systems)
 - Analysing this data on a regular basis and producing dashboards for schools and internal staff
 - Presenting data summaries to senior leadership teams in schools
 - Ensuring that Registers and other SFW systems/procedures comply with Data Protection legislation
2. Therapist support
 - Supporting therapists to collect and manage all required data effectively and accurately
 - Organising and attending regular twice-yearly meetings at schools between the therapist, SFW and representatives of the school's senior leadership team: preparing agendas and distributing papers in good time; taking minutes and distributing promptly; and monitoring all action items
 - Organising and assisting at school promotional and training events – staff lunches etc



3. Operations support

- Scrutinising weekly data and flagging operational concerns
- Invoicing schools as advised by CFO and ensuring prompt payment of all outstanding balances
- Tracking DBS for all employees and volunteers and providing certification to meet CPD requirements etc
- Working with the CFO to ensure reports to funders/others are prepared on time with full supporting data and other material as required
- Managing SFW's relationship with its landlord (ETNA): organising room bookings, approving invoices etc
- Assisting the recruitment process: ensuring job descriptions are up to date; liaising with relevant organisations to advertise the role and with senior therapists/the Executive team to shortlist applicants
- Ensuring board directors, all staff and volunteers have a complete, up to date file of all SFW's policies and have signed to state that they have read them
- Providing ad-hoc administrative support to the CEO and others as required

Person specification:

Our Operations Coordinator is responsible for the smooth running of SFW. We are looking for candidates who can ideally, but not necessarily exclusively, fit the following profile:

- Previous experience working in an operational and/or administrative role
- Excellent attention to detail and accuracy, especially with numbers
- Highly organised, with the ability to prioritise and manage own workload
- Strong IT skills (particularly Microsoft Office and Outlook) with the ability to input and manage data efficiently and with a consistent high level of accuracy
- Can undertake a wide variety of tasks and multi-task with ease
- Can work flexibly and independently, as well as part of a team
- Excellent communication and interpersonal skills
- Able to work with a range of people, both remotely and face-to-face, understanding their needs and communicating in an efficient and empathetic way
- Comfortable with using social media desirable

We are hoping to recruit as soon as possible in order for the successful candidate to start as early on as possible in the new academic year in September 2024. We will arrange informal meetings via Zoom for shortlisting purposes. We anticipate that in person interviews will take place in East Twickenham in late August or early September.

If you are interested in the role, then we would be delighted to hear from you. Please send an up-to-date CV, plus a brief description of how you fit the above profile, to hannah@theschoolandfamilyworks.co.uk and we will be in touch.

As an employer committed to equal opportunities in all its practices, SFW recognises that groups and individuals are discriminated against on the basis of age, gender, ethnic origin, race, nationality, colour of skin, sexual orientation, impairment (physical, sensory or learning), physical appearance, marital or other life status, religious or political belief and other differences that cannot be justified.

It is the policy of The School & Family Works that no employee or prospective employee will receive less favourable treatment or be disadvantaged by any circumstances, conditions or requirements that cannot be justified