



## **Operations Coordinator**

## **Recruitment Pack**

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## AUKEL: Our vision, values and strategy

### Vision

We want East London to be a place where people age well, and where older people live happy, healthy and fulfilled lives.

### Strategy

We have launched an ambitious [new five-year strategy](#) which was informed by the voices of older people in East London. Older people told us as part of our strategy consultation that they want to:

*Be independent,*  
*Be connected,*  
*Be informed and*  
*Be heard.*

All our service delivery ambitions are clustered under these four headings.

### Values

The way we do things is as important as what we do. We use the values agreed below, to frame our whole organisational approach.

*Kind*  
*Accountable*  
*Collaborative*  
*Flexible*  
*Inclusive*

# About Age UK East London (AUKEL)

## The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

## Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

## How we help:

### 1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

### 2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

### 3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

### 4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

## About the team

We are a friendly, welcoming team of c. 70 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/> , and here's a picture of a few of us at our EID celebration in April 2024



## Background to the role

In April 2024 we launched an ambitious five-year strategy. At the same time, in acknowledgement of the fact that if we are to deliver for older people we need to change as an organisation, we began a process of internal transformation.

Across the organisation trustees, staff and volunteers are working hard together to lead Age UK East London to become more professional, more collaborative and more sustainable. We are proud of the progress we have made; 95% of staff say they would recommend us as a place to work.

This new role along with a new Governance and Executive Support Coordinator role has been created to help us make faster progress towards achieving these transformational goals.

This appointment comes at the time of a review of our premises needs.

## Job description

| Job Purpose  |
|--|
| <p>Your role is an integral part of the central team with responsibility for procedures, systems that support the effective, efficient, and compliant managing of our premises, IT systems and some HR functions.</p> <p>You will play a key role in delivering and maintaining our offices and facilities, and the IT services for the whole organisation alongside our retained IT consultants.</p> <p>By providing high quality operational and administrative support you will play a critical role in ensuring the smooth operation of our organisation. You will do this by:</p> <ul style="list-style-type: none"><li>• Supporting the Director of Finance and Operations in delivering and maintaining effective operational function at the charity. Including but not exclusively, Health &amp; Safety, Insurance, Premises, Facilities, Vehicle Management, IT and CRM system services.</li><li>• Improving existing office systems and identifying opportunities to develop new systems and processes to enable people to work more collaboratively, efficiently, and effectively.</li><li>• Coordinating and implementing efficient HR processes and record-keeping, including recruitment, onboarding and training of staff.</li><li>• Being the key contact for staff and volunteers for all IT and premises matters including induction and training.</li><li>• Providing management for the maintenance and smooth running of the physical premises of the workplace ensuring they are safe and equipment is available and in good order.</li></ul> |
| Key Tasks  |

## Coordinate and implement processes that relate to our staff

- Support the coordination of recruitment, pre-employment checks, onboarding, induction and training processes for new staff.
- Maintain accurate records of staff annual leave, mandatory training, DBS renewal, appraisals, and probation reviews and liaise with staff/managers as appropriate.
- Carry out workstation assessments as needed

## Premises

- Act as the first line of support for premises and facilities across all our locations.
- Maintain secure and organised premises and facilities, which ensure colleagues, volunteers and visitors are safe and experience a welcoming environment.
- Serve as the first point of contact for all health & safety matters.
- Help establish and maintain safe working practices and policies and undertake basic risk assessment
- Act as the first point of contact for equipment requests; including being responsible for issuing and returning stock, regular stock checks and ordering stock as required.
- Managing relationships with facilities and other providers such as utilities, fire safety access, and cleaning
- Support the Director of Finance and Operations in developing and implementing a new premises strategy.
- Promote environmental awareness and encourage the charity in its adoption of a greener approach, e.g. recycling, energy use, carbon footprint reduction.
- Manage the two cleaners.

## IT and systems

- Act as the first point of contact for IT and other technical support to staff, trustees and volunteers within the organisation
- Manage the relationship with our IT consultants to deliver contractual SLAs and policy updates.
- Coordinate IT stock purchases and monitor asset use across the organisation.
- Work effectively and efficiently with the outsourced ICT provider, Penelope
- Implement processes that maintain effective IT security.
- Assist in the onboarding and offboarding of employees, including software licences, logins, user processes, induction and IT systems training, and internal IT communication.
- Support the Director of Finance and Operations in developing and implementing a new ICT strategy.

## General

- To meet regularly with line manager for support, supervision and appraisal.
- To attend team and staff meetings, (and other meetings) as required.
- To undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London.
- To undertake all training required to fulfil the role.
- To carry out the duties of the post in accordance with Age UK's East London's policies and procedures including EDI, Health & Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults and Children.



| Functional Links   |
|--|
| <ul style="list-style-type: none"> <li>• The role reports to The Director of Finance and Operations</li> <li>• The role line manages the two cleaners</li> </ul> |

## Person Specification

Research shows that while middle class white men tend to apply for job when they meet around 60% of the criteria, women, people from the global majority, and people from other marginalised groups that encounter systematic discrimination tend to apply only when they meet all criteria. So, if you think you have what it takes, but don't meet every single aspect of the job description, please still apply!

|                           | Essential   | Desirable   |
|---------------------------|---|---|
| Experience                | <ul style="list-style-type: none"> <li>• Experience providing IT and facilities support to the organisation.</li> <li>• Experience coordinating facilities or office management across multiple locations.</li> <li>• Experience supporting basic health &amp; safety and premises management.</li> <li>• Experience coordinating recruitment or onboarding processes</li> </ul>  | <ul style="list-style-type: none"> <li>• Voluntary sector experience.</li> <li>• Experience with Salesforce or similar CRMs.</li> <li>• Experience with implementing or supporting new systems.</li> <li>• Experience managing IT or telecoms service contracts.</li> </ul> |
| Knowledge & Understanding | <ul style="list-style-type: none"> <li>• Good technical skills to navigate various IT systems, highly organised, and solutions focused.</li> <li>• Good understanding of health and safety compliance requirements and standards in the workplace.</li> <li>• Understanding of confidentiality and data protection principles.</li> <li>• Understanding of EDI and a commitment to working in an anti-racist and non-discriminatory way.</li> <li>• Understanding of HR processes (recruitment, induction, probation, appraisals).</li> </ul> |   |
| Skills/Attributes         | <ul style="list-style-type: none"> <li>• <b>Confident communicator</b>, able to liaise with third-party suppliers (e.g. IT consultants, cleaners, utility providers).</li> </ul>  | <ul style="list-style-type: none"> <li>• Good understanding of the capabilities and potential of 365</li> <li>• Advanced AI skills</li> </ul>   |

|                                |  |  |
|--------------------------------|--|--|
|                                | <ul style="list-style-type: none"> <li>• Ability to manage <b>multiple streams of work</b> (HR, facilities, IT) with strong attention to detail and prioritisation skills.</li> <li>• <b>High level IT skills</b> in Microsoft (Outlook, Word, Excel, PowerPoint).</li> <li>• Understanding of IT <b>networks/infrastructure</b>.</li> <li>• <b>Verbal &amp; Written Communication:</b> Must be able to communicate clearly, professionally and tactfully with internal and external stakeholders.</li> <li>• <b>Time Management:</b> Ability to prioritise tasks and manage multiple deadlines.</li> <li>• <b>Attention to Detail:</b> Must be able to ensure accuracy in communication, scheduling, and documentation and take accurate minutes.</li> <li>• Can demonstrate <b>AUKEL values</b> (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered.</li> <li>• Commitment to learning and development and reflective practise.</li> </ul> |  |
| <b>Additional Requirements</b> | <ul style="list-style-type: none"> <li>• As Age UK East London works with children and vulnerable adults the post holder will be required to have a satisfactory enhanced DBS certificate. A criminal record will not necessarily, but may be, a bar to obtaining a position with the organisation.</li> </ul>   |  |
| <b>Additional Information</b>  | <ul style="list-style-type: none"> <li>• This job description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.</li> <li>• In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.</li> <li>• Should you be successful in this role this job description will not form part of your terms and conditions.</li> </ul>  |  |

## Employment Details

### Contract type

This contracted post is for 35 hours per week. We welcome application for flexible working including reduced hours and other flexible working arrangements.

### Location



The post holder will be mostly based across all current and future sites with the possibility of some home working.

### **Salary**

Between £32,430 and £35,520 Plus 5% employer pension contribution.

We have recently introduced a salary bands system. This salary range refers to the lowest and top steps of the grade. Salary will progress every year until the top salary is reached.

### **Holiday entitlement**

25 days (pro-rata for part time) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

### **Conditions of employment**

The job offer is subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.

## **How We Value Our People**

### **Learning and development**

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

### **Flexible working policy**

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

### **Family Friendly Policy**

We have a competitive Family Friendly Policy which includes maternity, paternity adoption and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

### **Sick leave policy**

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

### **Death in service insurance**

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

### **Employee assistance programme**

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

### **Menopause and menstrual policy**

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave.

### **Open Door policy**

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

### **Wellbeing policy**

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

### **Duncan Robertson Award**

For the outstanding contribution to the wellbeing of older people.

### **Cycle to work scheme**

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

### **Other benefits**

Through Age UK National we provide the BUPA Employee Assistance Programme, the Blue Light Discount Card, access to a discount portal provided by AON and Ticket for Good.

## **Next Steps**

### **How to apply**

To apply, please complete the application form on our website.

### **Recruitment Timetable**

Deadline to receive applications: 8<sup>th</sup> September 2025 at 9.00am

1st stage interviews: 10<sup>th</sup> and 11<sup>th</sup> September 2025

**Have any questions?** If you want to find out more about the recruitment process or the role, please contact Modan Deb, Finance and Operations Director by emailing on: [modan.deb@ageukeastlondon.org.uk](mailto:modan.deb@ageukeastlondon.org.uk)