

Job Description

Job Title	Operations Coordinator
Team	Central
Location	Barnwood, Gloucester, with hybrid working available and regular travel around Gloucestershire
Reports To	Head of Operations
Works Closely With	Chief Executive, Leadership Team, Management Team, Colleagues developing and implementing projects
Salary	£28,000 pa
Hours	37 per week

Age UK Gloucestershire is standardising its project and operational approach. This role will be central to how we develop, implement and demonstrate impact from our work. It will work across the organisation to support operational improvements, deliver new work, oversee our training and onboarding of operational staff and develop how we record, report and use information to achieve our aims and add value.

The post holder will need excellent organisational skills to ensure people deliver high quality work on schedule, be a logical thinker and be confident leading conversations to understand the steps required to achieve an outcome and have good interpersonal skills in challenging conversations.

The majority of work is to support the development or expansion of existing services, rather than developing and implementing whole new projects, but there will also be new projects and other pieces of work that require delivery. Existing work that will be supported includes maximising the impact of Household Support Vouchers and supporting the teams improving outcomes for people with dementia and those facing isolation.

Principle Tasks
<ol style="list-style-type: none"> 1. Recruitment, onboarding, training and deployment <ol style="list-style-type: none"> 1.1. Support Team Managers and other colleagues with staff and volunteer recruitment, efficiently managing the process. 1.2. Create an effective onboarding and induction process for the services, ensuring new staff and volunteers understand how services function, their

- role and are quickly deployed to begin adding value and impact to one or more services.
- 1.3. Work with Team Managers to develop and implement Age UK Quality Advice Standard aligned training for all providing information and advice.
 - 1.4. Support Team Managers with effective rota planning, ensuring service delivery commitments are met and gaps escalated
 - 1.5. Manage deployment and schedules of volunteers working on central projects
 - 1.6. Imaginatively support volunteer wellbeing, engagement and retention
 2. Operations and project development
 - 2.1. Work with Team Managers to formalise operating processes and guidance, optimising for maximum quality and efficiency and as basis for training.
 - 2.2. Work with colleagues, including from outside of AUKG, to specify projects and service developments, creating a clear change of logic between aims, objectives and deliverables.
 - 2.3. Ensure KPIs clearly demonstrate delivery of outputs and outcomes and have a clear process of collection, recording and reporting, enabling AUKG to demonstrate its impact.
 - 2.4. Create and manage documentation, including service communication planning
 - 2.5. Deliver tasks and projects assigned to the role, support colleagues to deliver key milestones and coordinate groups for both delivery and governance.
 - 2.6. Assure internal and external stakeholders, including AUKG Leadership and Trustees and external donors, on delivery and progress, including writing of reports outlining achievement of KPIs.
 - 2.7. Oversee development of the AUKG data dashboard, to align with reporting requirements
 - 2.8. Ensure AUKG collects high quality narrative and numerical feedback from clients
 3. Optimise and manage data recording and reporting system
 - 3.1. Be a system administrator for AUKG's client focused customer relationship management (CRM) system, currently Charity Log.
 - 3.2. Ensure colleagues are trained in AUKG's use of its CRM
 - 3.3. Monitor compliance with processes through reviews of CRM data and notes
 - 3.4. Ensure AUKG understands how it could develop its use of the CRM to improve efficiency and effectiveness
 - 3.5. Troubleshoot issues with the CRM as they arise for colleagues
 4. Support for Head of Operations
 - 4.1. Deliver work assigned by the Head of Operations to support operational improvements and delivery as required, including ad-hoc support to the Team Managers

Person specification

Theme	Competencies
Skills	<ul style="list-style-type: none"> • Logical thinking skills • Written and verbal communication

	<ul style="list-style-type: none"> • Data analysis and presentation • Facilitation skills • Ability to work on multiple projects and prioritise
Knowledge	<ul style="list-style-type: none"> • Understanding the aims and strategy of Age UK Gloucestershire • Microsoft Office 365 • Customer Relationship Manager (desirable)
Experience	<ul style="list-style-type: none"> • Project and risk management • Collaborative project and service development • Coaching • Training programme development and implementation • Volunteer engagement • Process development
General	<ul style="list-style-type: none"> • Ability to drive and have access to own car for regular travel around Gloucestershire, and wider as required