



## Include Me 2 Club SCIO (SC047911)

### JOB DESCRIPTION

<b>Post</b>	Operations Worker (Admin & Finance)
<b>Type of Contract</b>	12 Months (Fixed Term for 12 months with the opportunity to extend)
<b>Hours</b>	Full-Time - 35hrs per week
<b>Location</b>	Various - Across our Facilities and Locations
<b>Reports to</b>	Operations Manager
<b>Responsible for</b>	Volunteers & Trainees
<b>Salary</b>	£20,566
<b>Pension</b>	Employer's contribution to NEST scheme, available after 3 months in post.
<b>Annual Leave</b>	20 days, alongside Bank Holiday Allowance across our Winter Shutdown
<b>Closing Date</b>	25.10.2023

### WHY WORK AT INCLUDE ME 2 CLUB?

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Include Me 2 Club is a fast-paced, growing charity that ensures all children, young people and adults with additional support needs, disabilities or mental health conditions are equipped to thrive and empowered to contribute at every stage of their lives.

We work with various projects, partners and funders to ensure that our specialist services within the sector are strengthened and supported and that provision is member-led, evidence-informed and delivers high-quality outcomes.

We are looking for creative and energetic people to join our small, enthusiastic team who are at the forefront of actively promoting equality of opportunity for members.

Please find out more about our work at our website: [www.includeme2club.org.uk](http://www.includeme2club.org.uk)

Watch our Case Studies and reports: <https://www.youtube.com/channel/UCROdVlXoNeHStRYOb4I6qQA>

### GENERAL PRINCIPLES FOR INCLUDE ME 2 CLUB

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All Include Me 2 Club staff, volunteers and trainees are expected to work in line with our culture, brand, ethos, values and management principles, in particular by:

- Building and maintaining meaningful, supportive, mutually empowering relationships with and between colleagues, partners, members who are adults, young people and children.
- Creating and supporting a friendly and trusting working environment, working flexibly and supporting each other in times of high workload or when life gets complicated.
- Accepting personal responsibility for our work and being accountable for delivering results against those responsibilities.
- Recognising that we all have a role to play in all aspects of Include Me 2 Club's success, particularly in supporting fundraising, storytelling, and involving adults, young people and children in shaping the future of Include Me 2 Club.

## **PURPOSE OF THE JOB**

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As we continue to grow and expand the range of Include Me 2 Club SCIO's activities and services, the need for a specific range of support to the charity's back office capacity building and support is vital. As a charity that delivers critical services to people most excluded in their communities, our Operations Manager will ensure that the day-to-day operations of Include Me 2 Club SCIO are efficient and effective and that the charity runs smoothly. The Operations Manager will be expected to develop and harness a working environment which encourages teamwork, energy and creativity and builds upon the talents of our employees and volunteers.

Working within our senior management team, you will support the broader group of paid staff and a large team of volunteers, ensuring everyone is informed and engaged in the ever-evolving charity processes. Often being the first point of contact, the Operations Manager must possess excellent communication and organisational skills. The image of the organisation and its services relies heavily on the ability of the Operations Manager to act as the charity administrator to communicate effectively and sympathetically with a wide variety of people, including staff, volunteers, members and supporters.

The Operations Manager will manage the office function and develop the resources required to deliver the growing range of back-office support necessary for the charity to operate and run effectively.

- To provide professional, efficient and effective administrative support to Include Me 2 Club SCIO, ensuring efficient and effective running of the charity office and daily business.
- To be the initial point of contact for the charity, supporting the daily triage of emails, mail, website, phone calls and social media enquiries.
- To support the charity team of paid staff and volunteers in managing and administering its fundraising, administration, human resources and finance functions.
- To help coordinate fundraising activities in conjunction with the Fundraising Team

## **SKILLS REQUIRED**

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Communication and people skills: Often being the first point of contact, the Operations Worker will need to possess excellent communication skills. The image of the organisation and its services relies heavily on the ability of the Operations Worker to communicate effectively and sympathetically with a wide variety of people, including staff and supporters.

Time management skills: The Operations Worker must possess excellent time management and organisational skills to handle many tasks and priorities.

Information Technology skills: The Operations Worker will need strong I.T. skills and be competent in using most Microsoft Office applications, including Outlook, Word and Excel. A working knowledge of PowerPoint and Publisher would also be helpful.

Problem-solving skills: The Operations Worker must be practical, proactive, calm and able to use their initiative.

## **MAIN DUTIES AND RESPONSIBILITIES**

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- Provide Administrative support to the charity office to work with the Operations Manager to develop systems, workflows, processes and structures to maximise our administration and finance structures.
- Be responsible for the smooth running of the charity office, dealing with enquiries by telephone, email and post, and maintaining filing systems (both electronic and hard copy).
- Filter telephone calls before passing them to the necessary person. Take and relay accurate and timely messages and answer questions where possible.
- Maintain a comprehensive paper and electronic filing system.
- Deal with visitors to the organisation in an appropriate and personable manner.

- Make any necessary travel arrangements for the charity team.
- To undertake word processing, electronic communication, telephone communication, filing, faxing, printing and photocopying work as required by the charity team, including the H.R. and Marketing teams.
- Handle Booking enquiries, set up meetings, book meeting rooms and coordinate events accordingly.
- Keep contact databases and records current, including forwarding data protection queries to the relevant team.
- Be responsible for the handling and processing of posts.
- Maintain office supplies and orders, creating purchase orders on Zero accordingly.
- Draft, type and dispatch charity office correspondence as requested.
- Attend occasional evening and weekend fundraising/charity events and exhibitions as required.
- Formatting organisation policies in line with brand guidelines.
- Support our Membership management systems (UPSHOT) and functions for Membership Cards, Welcome Packs and Birthday Cards.
- Support our Social Media and Marketing work by scheduling posts reacting to comments, messages and enquiries online across our media channels.
- Support our Finance Functions from Quickbooks Entries, Recording Expenditures, Payment Runs and Banking Processes.
- Support the Invoicing of Services and activities for Members, Contractors and Partners.

#### **GENERAL RESPONSIBILITIES**

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- To understand, adhere to and actively implement all the policies and procedures of charity and its services at all times.
- To operate and comply with the Data Protection Act 1998 provisions and relevant organisational policies while undertaking the role.
- To safeguard children, young people and adults at risk at all times.
- To undertake training as required.
- Assist with other work, events and projects as needed and requested.

#### **OTHER**

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1. Carry out any duties as may be reasonably requested by the HOO/Chairperson.

#### **ADDITIONAL TRAINING PROVIDED**

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As well as general on-the-job training, the successful applicant will also be required to train for the following key roles and areas of responsibility:

- First Aid Officer

- Fire Warden

The successful applicant will be subject to a Disclosure Scotland – P.V.G. Scheme Membership.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Qualified to NC/HNC or equivalent level in a related area of Administration, Finance, or Business Management Qualification</li> </ul>	<ul style="list-style-type: none"> <li>• e.g. SVQ2 in Administration, Business, Finance (or equivalent)</li> <li>• At least one years experience of working in a similar organisation or setting</li> </ul>
<b>Knowledge or Experience</b>	<ul style="list-style-type: none"> <li>• An understanding of the principles of charities, third sector, membership organisation</li> <li>• High competence in Computing/I.T. skills and social media</li> <li>• Ability to create, develop and manage processes and systems</li> <li>• Knowledge and skill with the M.S. Office Packages</li> <li>• Excellent communication skills with children and adults</li> <li>• Good team worker and able to use own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Strong experience working with a similar organisation or charity</li> <li>• Knowledge of local area</li> <li>• Awareness of Child/Adult Protection guidelines</li> <li>• Awareness of the needs of children, young people and adults with additional support needs, disabilities and mental health conditions</li> <li>• Experience of working with a team of volunteers</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Adaptable to varied workload</li> <li>• Flexible approach to working hours</li> <li>• Be a team player</li> <li>• Be organised and efficient as well as flexible in their approach</li> <li>• Be able to work within the ethos, values and approach of the organisation</li> <li>• Be full of fun and sparkle</li> </ul>	