



Job Description

Operations Coordinator

About us

St. Hilda's is Shoreditch charity with a 130-year history of supporting the local community. The core of the charity is a community centre with a hall, offices and social spaces which are used by the charity's many projects and are let out to the public. We also let out office space and self-contained units to tenants in the charities, educational and creative sectors.

About the Role

The Operations Coordinator will support the management team and project teams at St Hilda's, with particular responsibility for facilities management and coordinating events/lets at our Club Row community centre. They will monitor and coordinate maintenance, IT and cleaning at the community centre, ensuring that the building complies with national safety standards. They will also coordinate facilities bookings to ensure that we provide our users with the facilities and resources for their needs and act as main contact point for customers during the events.

The Operations Coordinator will also assist the Head of Operations in the day-to-day running of the centre, carrying out reception/admin/IT duties as necessary.

Reporting To: Head of Operations, Senior Leadership Team

Workplace: St. Hilda's East, Club Row, Shoreditch

Salary: £25,000 P.A.

Hours: 37.5 hours per week (30 hour per week option available – pro rata salary). Based on 10am-6pm working day but some flexibility will be required because of events/bookings. Some weekend work to cover events, for which time off in lieu will be given.

Tasks/Responsibilities

- Facilities management. Coordinating daily maintenance/cleaning work, carrying our regular site inspections, get quotes for 3rd party maintenance works and schedule work as necessary
- Event management: Ensure that rooms are suitable set up for event bookings. Attend events as necessary to support clients, acting as point of contact.
- Track and coordinate scheduled facilities inspections/services including Health & Safety, alarm tests, PAT testing, waste disposal. Maintain records for auditing/management purposes on Sharepoint.
- Monitor and coordinate cleaning and maintenance work with colleagues and external contractors
- Fire Marshall and First Aider (training will be provided)
- Carry out basic maintenance/handy work as required
- Manage equipment inventories and carry out periodic stocktakes
- Assist with moving and installation of furniture according to staff and client needs. This will require lifting ability e.g. able to move chairs, tables
- Assist the Head of Operations in managing Health and Safety policies in place and be responsible for conducting Risk Assessments, staff safety inductions as well as maintaining complete records of these duties for audit purposes.
- Liaise with and coordinate 3rd party contractors where necessary including, but not limited to, Cleaners, Air Conditioning, Plumbing, Electrical, Pest Control etc. Accurately complete all necessary paperwork.
- Be keyholder for the premises
- Assist with IT management; setting up computer equipment, supporting users and providing 1st level IT/network support. Contact support contractors if necessary.

Essential skills/attributes

- Experience of facilities coordination/management or operational experience in a related field
- Strong written and verbal communication skills, whether by telephone, in person or over Microsoft Teams
- Ability to carry out light maintenance work
- A good team player. Able to effectively coordinate with/manage others
- Ability to manage own time, to deliver to tight time scales and work under pressure
- Excellent communication skills and interpersonal skills. Ability to understand colleague and client needs and priorities.
- Ability to prioritise tasks in an organised manner
- Good IT skills – able to use Microsoft Office, Windows etc.
- Willing to undertake further training e.g. Fire Marshall, First Aid, H&S courses as required

Desirable Skills and Abilities

- Knowledge of building management skills/trades e.g. materials, fittings, IT
- Good level of general education e.g. GCSE or higher

Our Recruitment Policy

St. Hilda's is committed to ensuring the highest levels of safeguarding and promoting the welfare of children and young people in the community. The successful applicant will be required to give a full chronological work history and all offers of employment are subject to reference checks and an Enhanced DBS check.

How to apply

Please apply by sending your CV and a covering email to hr@sthildas.org.uk

The closing date for applications is close of business on Monday 28 March, though we reserve the right to close applications early if we have enough suitable applications.

Interviews will be over Microsoft Teams in the first instance, followed by 2nd interviews at our premises on Club Row.