

## Charity Office Operations Coordinator

*'...you'll have the opportunity to confront distinctive challenges with an encouraging community that stands beside you every step of the way. You will steadily cultivate a profound sense of courage, amplifying your self-belief and paving the path for a future filled with possibilities.'*

Current post-holder

**Reporting to:** CEO, as part of the Central Team

**Liaison with:** All members of staff, Chair of Trustees and some external stakeholders

**Contract period:** Permanent, 3 - 5 days a week

**Salary Range:** c.£27,000 FTE depending on experience and agreed hours

**Usual working hours:** 9.30am – 5.30pm

**Location:** South Kensington, London. Minimum 2 days a week office based.

British Exploring Society actively welcomes applications from people who have significant life experience, transferable skills and are considering a career change or a change in levels of responsibility.

We are an equal opportunities employer and do not discriminate on the grounds of gender identity, sexual orientation, marital or civil partner status, race, colour, nationality, ethnic or national origin, religion or belief, disability or age. We utilise an anonymous shortlisting process for recruitment, which means no personal data will be visible to the shortlisting panel.

If you are interested in applying and require any accessibility adjustments to the interview process, please do let us know when you apply. Thank you.

### Introduction

British Exploring Society is a world class youth development charity with a unique heritage, founded on the belief that challenging experiences can define lives, empowering and equipping young people with the courage, skills, resilience and determination to make the most of their future.

We prepare and take young people on adventures and expeditions to remote locations where they face challenges, gain skills and learn about themselves - as well as acquiring knowledge relevant to their lives and to the fragile environments that they explore.

The results are transformative – not just in terms of practical skills and resilience, but in a new-found confidence and self-belief which they carry forward to their future life.

More than this, through their adventure together, our young people forge friendships for life and become part of a unique supportive and continuing community of explorers with shared experiences, values and perspectives on the world.

We are committed to building an executive and volunteer team that together represent a diverse variety of backgrounds, skills, and perspectives on the world. The more inclusive we are, the better we think we'll be at delivering our charitable aims.

### The Role in Detail

The Central team consists of a Finance Manager, Senior Finance Coordinator, the CEO and this post. The whole staff team is supported by an experienced Board, and Chair. This hugely varied role is responsible for ensuring that our office runs smoothly, and that key corporate, operational and HR processes and procedures are completed according to agreed policies and standards. You may be supporting the expedition, fundraising or finance team from time to time by agreement.

### Personal Attributes

We're looking for a self-motivated, enthusiastic and adaptable individual happy to support colleagues in a wide range of tasks to ensure the delivery of our mission to a high standard.

### Person Specification

Core Values	How Core Values are demonstrated in this role
Courage	<ul style="list-style-type: none"> <li>You will be scrupulously discreet and will understand the importance of confidentiality. The role will necessitate access to a wide variety of sources of sensitive information.</li> <li>You will tackle tasks which are new to you.</li> <li>You will need to be happy to ask for help.</li> </ul>
Self-belief	<ul style="list-style-type: none"> <li>To achieve your goals, you will need to sensitively hold others - often in more senior roles - to deadlines.</li> <li>Working with a variety of stakeholders within and outside the charity, you'll need to be confident to communicate with them all, and to complete your tasks</li> </ul>
Challenge	<ul style="list-style-type: none"> <li>The role requires adeptness in organisation - many of your administrative tasks will impact on others if delayed or inaccurate</li> <li>You will have an appetite for detail, and a focus on high standards in all your work - everyone will rely on your competency</li> <li>You'll work well and with good humour under pressure. We work to sometimes tight deadlines and with conflicting priorities – this needs to be an environment you enjoy</li> <li>You'll be adaptable. Your tasks will vary throughout the year with changing priorities</li> </ul>
Community	<ul style="list-style-type: none"> <li>You will manage relationships with a varied community, often acting as their first point of contact and responding to questions or queries. Being able to build relationships and enjoy this contact is pivotal to the role.</li> <li>You'll need to understand the priorities of the people you are supporting.</li> <li>You'll need to enjoy working across teams, and on behalf of any one of our teams, to help us deliver our mission.</li> </ul>

### Main responsibilities & accountabilities

#### A happy and effective office

- Ensuring that our office and corporate systems run smoothly
- Monitoring and maintaining supplies for the office, and for programmes, as needed
- Liaising with our landlords

#### Office IT effectiveness

- Acting as contract manager with our IT support agency
- Ensuring the effective management of PCs, laptops and any other comms equipment as needed, including for expeditions
- Assisting in the processing of invoices on behalf of teams at peak times

#### HR support

- Running HR induction processes and supporting recruitment as needed, managing records and updates in timely fashion
- Liaising with our external HR agency if required
- Be responsible for office Health and Safety on a day to day basis
- Ensuring that the office meets the needs of the team as far as possible and offers an equitable and welcoming environment
- Supporting with reference, DBS or other processes as required to onboard teams for the delivery of programmes.

**Good governance**

- Keeping policies and agreed records up to date
- Providing minutes and other relevant paperwork for board meetings

**Other**

- Flexibility is a key characteristic for this postholder.
- As a member of the wider team, you'll take a turn in fulfilling the role of "Duty Officer" during periods when we are running 24-hour support service for our expeditions.

**Working Practices**

- Normal FTE working hours are Monday – Friday 09.30 – 17.30pm. Additional, occasional evening and weekend working may be expected as part of this role, including 'on call' duties as a Duty Officer, for which full training is given.
- Full-time staff are entitled to 23 days' paid holiday per holiday year in addition to normal English Bank and Public holidays.

**This role is dependent on satisfactory receipt of professional references and an enhanced DBS check.**

**How to apply**

To apply for the role, please complete the application form [here](#) which asks you to answer four competency-based questions and submit your CV and contact details.

**IMPORTANT PLEASE READ CAREFULLY**

The shortlisting panel will review the answers to the questions in the form and **will shortlist candidates based on these answers only**. Only after shortlisting will the shortlisting panel be given access to your CV and only shortlisted candidates will be invited to interview.

When answering the questions, it is important that you do not disclose any personal/professional information that may help identify you. Thank you.

**Key Dates:**

Friday 22<sup>nd</sup> September (23:59) – Closing date for applications

Wednesday 26<sup>th</sup>, 27<sup>th</sup>, 28<sup>th</sup> September 2023 – interviews

Interviews will take place in person at our offices in South Kensington, London.

We aim to be in touch via email with all applicants by midday on Monday 25<sup>th</sup> September. Unfortunately, we will not be able to offer feedback to any candidates not shortlisted.

Start date will be as soon as is possible.

**Thank you for your interest in this role and in British Exploring Society**