



Operations Coordinator Application Details

Job Title: Operations Coordinator

Salary: £27,000 (pro rota) 21 hours per week

Location: 360 Middle Park Avenue, SE9 5QH

Duration: Permanent

About the role

As a small charity, our staff team work closely in a flexible, cooperative working style. Prioritising the best service to our guests, all team members thrive off a fast paced and dynamic environment which varies day to day. We are looking for someone enthusiastic who can be flexible and adaptable in a fast changing and highly rewarding work atmosphere, and that shares the vision of our staff and trustees.

You will oversee, develop the Greenwich Winter Night Shelter volunteering programme: recruiting, training and coordinating volunteers to ensure the smooth operation of our winter night shelter and year-round day centre, as well as operational administration including stock taking, food orders, and fielding external enquiries the successful candidate will be able to manage both staff and volunteer relationships and balance them alongside tasks to support the general running of the shelter.

Please be aware this role is especially busy during the Night shelter period, October- March. Please note in these months the priority is staffing the rotas and, in this period, other responsibilities need to be managed around this core one.

Key responsibilities:

Volunteers

- Build and maintain excellent working relationships with volunteers
- Volunteer recruitment, induction and training including delivery of in-house volunteer training and coordination of external training (First Aid / Food hygiene)
- Manage the administration of the volunteers
 - Database
 - Coordinate volunteer Rotas for Night Shelter & Day Centre
- Manage communications with volunteers to build momentum and a sense of community
 - Manage correspondence through the hello & volunteering inbox well as ad-hoc volunteering opportunities
 - Write quarterly newsletter to our supporters
- Be the main point of contact for volunteer welfare and wellbeing in relation to their role
- Collate Reports and review on volunteer engagement and identify areas of development
- Collect feedback to review and optimise the volunteer experience
- Celebrate and recognise volunteers through events

General Admin duties

- Support with GWNS events
- General office duties
- Finance administration: organising/sending financial information to bookkeeper
- To help run the premises eg Reporting any leaks/coordinate repairs, weekly fire tests

Outward facing

- Develop positive working relationships with relevant local organisations related to volunteering
- Engage the local community in volunteering opportunities
- Investigate development of hosting scheme
- Ensure all correct legal, health and safety and GDPR requirements are followed
- Any other tasks required

A successful candidate will ideally demonstrate:

- Experience in volunteer coordination / people management
- Excellent organisation, communication and interpersonal skills
- Experience in delivering training
- Working knowledge of standard IT products including MS Office and databases
- Confidence in communicating via different platforms
- Ability to work collaboratively as part of a team
- A commitment to supporting people experiencing homelessness and to preventing and ending homelessness for all

GWNS is continuing to develop and change all with the aim of developing the best outcomes for the people we support. We are keen to recruit someone who will grow with us and adapt as needed to the changing aspects of the service as they emerge.

GWNS is a charity founded and operated on Christian principles. We are committed to diversity and inclusiveness and pride ourselves on welcoming guests and volunteers of all faiths and none, regardless of sexual orientation, ethnic, cultural or socio-economic background. A successful candidate would be expected to share these values. We welcome applications from all individuals regardless of background.

How to apply

Please send a CV and cover letter outlining your skills and experience to meet the requirements of the role to Georgia Sims at hello@gwns.org.uk by **20/5/24**. Interviews will take place w/c TBC.

Feel free to get in touch if you have any questions about the role or would like to discuss anything in more detail.

We look forward to hearing from you!