

ROLE PROFILE



JOB TITLE:	Operations Co-Ordinator
RESPONSIBLE TO:	Bexley Voice Chair of Trustees
DIRECT REPORTS:	Information and Communications Co-Ordinator Project Co-Ordinator Administrator

JOB PURPOSE:

To manage and facilitate the delivery of the core aims of Bexley Voice by providing strategic planning and co-ordination of the work and activities of the charity, demonstrating a commitment to the Bexley Voice Values. To maintain an oversight of these activities and to network with and be the primary point of contact for third party organisations, including the London Borough of Bexley, Health Services and support organisations and charities.

To manage the small team of Bexley Voice employees and contractors.

MAIN DUTIES:

STRATEGIC CO-ORDINATION

- Support the Chair and Trustees of Bexley Voice to develop and maintain the strategic plan to deliver services to parents and carers.
- Maintain and provide a general operational oversight of all Bexley Voice activities in support of the strategic plan and co-ordinate these to ensure smooth delivery, working closely with Trustees, support staff and volunteers.

PEOPLE MANAGEMENT

- Line manage the small team of Bexley Voice employees and contractors. This will include:
 - Setting and monitoring key tasks and objectives for employees and contractors
 - Monitoring performance and conducting reviews for employees and managing any performance issues arising
 - Providing daily support and guidance to employees and contractors to ensure effective and efficient decision making
 - Processing of timesheets and preparation of these in time for monthly payroll and payment of contractor fees

- Identification of training needs of employees and the organisation of the delivery of appropriate training
- Co-ordinate the participation and activities of volunteer Parent Representatives including their involvement in focus groups, formal meetings, workshops etc. Also, to coordinate the induction of new Parent Representatives.
- Work closely with the Bexley Voice Trustee Board and HR Sub-Group on all staff matters relating to performance, remuneration, recruitment etc.
- Work closely with the Bexley Voice Treasurer on all employee remuneration matters as well as employee, contractor and volunteer expenses.

PROJECT MANAGEMENT

- Oversight of current key projects, including Teenlife and ASD Post Diagnosis Workshops
- Manage projects that are agreed, as required, with the Bexley Voice Trustee Board. This will include:
 - Agreeing project leads and delivery teams and overseeing their activities
 - Agreeing and co-ordinating delivery dates
 - Agreeing and monitoring budgets
 - Processing invoices from third parties
 - Overseeing the administration of bookings and post-delivery actions

NETWORKING

- Build and maintain positive working relationships with key partners at the Borough of Bexley, ensuring that the views of parents and carers are heard and that Bexley complies with their consultation and co-production commitments.
- Represent Bexley Voice at key meetings with the London Borough of Bexley (as agreed with Chair of Trustees)
- Build and maintain positive working relationships with other voluntary organisations, particularly those supporting carers in the London Borough of Bexley.

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- Work closely and ensure regular liaison with Bexley Voluntary Service Council (BVSC) to ensure that Bexley Voice is kept informed about matters related to the children and young people voluntary sector in the Borough.
- Maintain relationships with key National and regional third party organisations including:
 - The National Network of Parent Carer Forums (NNPCF)
 - Contact
- Identify and develop partnership opportunities and seek appropriate joint or independent funding.

FINANCE

Payroll:

- Complete monthly payroll actions using Basic Tools
- Process pension calculations using the Nest website
- Issue payslips, P60s etc to staff team via Egress
- Provide information to Treasurer regarding payments to staff

Work closely with the Bexley Voice Treasurer to:

- Complete the annual Charity Commission return
- Identify funding sources and complete funding applications
- Ensure expenses/invoices are allocated to correct funding source
- Ensure appropriate records are maintained to provide timely monitoring information to funders.
- Ensure relationships are maintained with commissioners/funders (health, LA, DfE etc).
- Review Budgets and provide accurate financial reports to the Board.

OTHER DUTIES AND TASKS

- Other duties and tasks may be agreed with the Chair from time to time. These could include:
 - Developing and delivering parent/carers workshops on a wide variety of topics as agreed with the Chair.