

Role Profile

Job Title:	Operations Administrator
Location	Wallsend Children's Community, North Tyneside, Tyne & Wear (able to travel occasionally to the other Children's Community sites in Tameside and London or Save the Children Offices)
Reports to:	Chief Executive Officer
Contract Type:	2 Years Fixed Term - Part-Time
Salary:	£30,000 Full-time Equivalent
Hours:	18.5 hours per week
Budget responsibility:	None
Line management responsibility:	none
Child Safeguarding Level:	Level 1 This post has been classified to be a Level 1 position. A Disclosure and Barring Service (DBS) basic check will be obtained for employees at this level prior to their Start Date. This level of check will disclose details of any unspent convictions and conditional cautions from the Police National Computer (PNC). In the absence of a DBS an overseas criminal record check would be conducted.

Who we are:

Wallsend Children's Community works with people and organisations in the communities of Wallsend to collectively deliver better outcomes for children and young people. We support children and young people from cradle to career working in a whole-systems way to ensure the best support for children growing up. Our work spans all the services that touch children and young people's lives, from health to education, from play to youth work and welfare and careers. Our approach includes network and capacity building, convening and facilitating groups and collaborations that wouldn't usually come together, fundraising, research and data collection, knowledge sharing, direct community activity, the sharing of lived experience and policy advocacy. Everything is focused on learning and supporting our community to address the root causes of

inequality and create positive and inspiring outcomes for children and young people. We believe community members know the change required, have the skills and capacities to make the change they want, if invested in well and with compassion.

Wallsend Children's Community has been incubated by Save the Children since 2017 and became an independent charity in 2024. As our charity grows and stabilises, we are now seeking the support of an operations administrator to enable further development of infrastructure and systems to ensure ongoing compliance and operational efficiency.

Job Purpose:

As operations administrator you will ensure daily business efficiency by managing administrative tasks, supporting workflows, and maintaining operational records. Key responsibilities include financial and HR administration, developing and maintaining administrative systems (databases), coordinating comms and marketing activities and stakeholder events, coordinating monitoring and evaluation reporting and supporting governance, compliance with health and safety standards.

Main duties and Accountabilities:

Operational Support:

1. Streamline internal processes and systems, developing systems uniquely suited to our charitable operations
2. Scheduling meetings, managing calendars and producing reports and minutes of meetings
3. Support the activities of the core team and their operational delivery
4. Diary management for the CEO
5. Booking travel and venues

Governance support

6. Support governance processes, ensuring annual declarations of interest and DBS and charities commission registers are up to date
7. Schedule board meetings, organising and distributing meeting agendas and papers
8. Prepare draft minutes of meetings
9. Coordinate training for trustees
10. Support with recruitment and induction of new trustees

Fundraising and Management support:

11. Maintaining our pipeline for funding against our income generation strategy
12. Supporting fundraising efforts, coordinating evidence, case studies and applications
13. Maintaining schedules and the coordination of monitoring and evaluation reporting

Finance and HR management

14. Maintain Quickbooks and process invoices and payments
15. Support finance reporting for the board
16. Operational management of the family grants programme
17. Support recruitment and induction processes
18. Ensure HR records are maintained

Policy Management

19. Maintain policy review schedule
20. Coordinate annual process of policy review
21. Ensure adherence to charity procedures

Gifts in Kind and Family Grants

22. Coordinate the receipt, storage and distribution of gifts in kind
23. Maintain the database for partners delivering family grants

Comms, Marketing and Events

24. Support the development of content for social media and schedule
25. Support the maintenance of our website
26. Manage the distribution of reports and research

Evidence and Investment

27. Support the collection of evidence and learning contributing directly to the delivery of impact assessment frameworks across all initiatives
28. Support the production of case studies

Health and safety and safeguarding

29. Have regard for your own Health and Safety and that of all using partner premises.
30. Attending Health and Safety Training and refresher training as required.
31. Support the health and safety of Community Champion Network
32. To carry out the responsibilities of the role in a way which reflects Wallsend Children's Community's commitment to safeguarding children in vulnerable adults in accordance with both the Child and Adult Safeguarding Policies.

Miscellaneous duties

33. Undertake any other reasonable tasks required by the CEO or other such authorised person to allow the efficient running of the project without changing the general character of the level of responsibility entailed.

Person Profile

Core Competencies

- **Teamwork:** Works collaboratively to achieve shared goals and thrives on diversity of people and perspectives; knows when to lead and when to follow and how to ensure effective cross-boundary working.

- **Communicating with impact:** Communicates clearly and confidently with others to engage and influence; promotes dialogue and ensures timely and appropriate messages, building confidence and trust.
- **Problem Solving and Decision Making:** Takes effective, considered and timely decisions by gathering and evaluating relevant information from within or outside the organisation.
- **Applying technical and professional expertise:** Applies the required technical and professional expertise to the highest standards; promotes and shares best practice within and outside the organisation.

Required Skills:

- High attention to detail and proficiency in developing management systems.
- Experience of a broad range of business practices including purchasing and budget administration
- Communicate succinctly, clearly and accurately in plain simple language, both verbally and in writing
- High proficiency in Microsoft 365 and Google suites and a variety of software applications such as Quickbooks
- Experience of building and maintaining administrative systems, processes with excellent IT skills
- Experience of managing and maintaining content across a variety of social media platforms
- Ability to analyse and present a wide range of management information
- Organise and prioritise own workload and where required workload of others, taking responsibility for delivering results within agreed timescales and standards within an environment of changing priorities and pressures
- Good basic knowledge of relevant statutory directives e.g. Data Protection, Freedom of Information, Equality and Diversity Directive and Safeguarding.
- Experience of working with a variety of stakeholders
- Some experience of working with multiple partners and agencies across communities to deliver shared outcomes

Personal:

- Solutions-focused with a creative problem-solving approach
- A strong team player with an empowering and collaborative working style and excellent interpersonal skills
- Able to manage multiple activities at once and to resolve conflicting priorities
- Positive, resilient and committed to improving the lives of children and families
- Understanding of the nature and impact that poverty has on children, families and neighbourhoods and the barriers that communities face in seeking to bring about positive change
- Able to work from local partnership location (Wallsend) and if required, with notice, to travel within the country

Education/Professional Skills:

- None