

**Kew Neighbourhood Association****Operations Manager****Job Description**

**Reporting to:** KNA Director

**Hours of work & pay:** Part time, paid, 16 - 20 hours / week, (ideally over a minimum of four days within the working week). £29,120 equivalent full time salary at a pro-rata salary of £13,312 to £16,640 per year. This job is **not** a term time only role.

**Holidays** A total of five weeks paid leave (pro-rata) plus bank holidays.

**Location:** KNA Office, St Luke's House, 270 Sandycombe Road, Kew and home based – option for an equal split between sites.

**Kew Neighbourhood Association**

KNA is a registered charity in Kew TW9, established for over 40 years. Our mission is to work closely with individuals and organisations to support people in Kew who have difficulty getting out and about, or who appreciate a little regular company, by providing access to reliable, neighbourly help. KNA's services are free of charge and provided solely by volunteers. The volunteers offer driving, companionship, shopping and light gardening. We do not provide intensive support or specialised help. KNA currently has three paid part time staff – a Director, Companionship Co-ordinator and Communications & Marketing Assistant, who report to a board of trustees. We currently have 150 volunteers and 220 clients.

**Role Purpose:**

To provide support to and deputise for the Director as required. You derive satisfaction from helping people, reflecting the ethos and values of the charity as a caring and locally based community organisation. You take pride in getting a job done thoroughly, to a high standard and with an eye to detail.

## **Key Responsibilities**

1. Working closely with and acting as deputy for the Director as required in the organisation and delivery of services.
2. Act as first point of contact for the charity with clients, volunteers, partners, the sector and the local community reflecting the values and ethos of the organisation
3. Carrying out special projects and research on behalf of the Director as required
4. Assist Director with reports and other administrative tasks
5. On boarding of new trustees
6. Assessing, interviewing and registering new volunteers including carrying out reference and DBS checks
7. Issuing guidelines to volunteers and clients
8. Responding to KNA's [mail@kna.org.uk](mailto:mail@kna.org.uk) and phone enquiries
9. Responding to client and volunteer queries and feedback in an efficient and empathetic manner
10. Regular updating of the Lamplight database (of users) and Excel sheets, to ensure all user and volunteer details are up to date.
11. Downloading data from the Lamplight database to collate and update monthly and quarterly Excel data sheets
12. Producing data for quarterly and annual returns to inform content for the Directors reports to trustees
13. Handling routine correspondence
14. Arranging production and co-ordination of client birthday and client and volunteer Christmas cards
15. In conjunction with the Director and Marketing & Communications Assistant, carrying out the organisation of:
  - a. KNA's AGM
  - b. annual client and volunteer parties
  - c. local events eg Kew Fete, Kew Market, trustee and volunteer recruitment fairs
  - d. and any other events as required
  - e. attending as required
16. Collating Gift Aid statistics
17. Maintain strict confidentiality concerning all KNA matters

## **Hours**

The hours of work are 16 - 20 hours a week – exact hours to suit successful candidate. Ideally four to five hours / day over a minimum of four days within the working week. Equal time split between the KNA Office in Kew and working from home.

There is a requirement to attend some evening and weekend meetings / events.

## **Person Specification**

### **Skills and Experience:**

Desirable (D) and Essential (E)

- 1.1. Strong interpersonal skills with the ability to communicate affectively and appropriately at all levels (E)
- 1.2. Ability to engage in an empathetic and caring manner with clients and volunteers (E)
- 1.3. Ability to carry out research and manage projects (E)
- 1.4. Good administrative skills (E)
- 1.5. Good standard of written and spoken English and numeracy skills (E)
- 1.6. Good communication skills (E)
- 1.7. Good computer skills involving familiarity with Microsoft Office including Excel, confidence in using databases and CMS updating of websites(E)
- 1.8. Ability to act on own initiative in addition to acting as an effective member of the team as required (E)
- 1.9. Experience carrying out work that involves:-
  - 1.9.1. A high degree of accuracy and attention to detail (E)
  - 1.9.2. Customer management experience (D)
  - 1.9.3. Event organisation (D)

### **Equal Opportunities**

Kew Neighbourhood Association aims to be an equal opportunity employer to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Position subject to two satisfactory references, a DBS Check and a three month probationary period and carrying out adult safeguarding training.

The **deadline** for application with covering letter and CV to [mail@kna.org.uk](mailto:mail@kna.org.uk) is **5pm, Monday 5 September 2022**. Only emailed applications will be considered. Interviews will be held on Friday 9th September 2022 in Kew.