

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

**Reporting to:** KNA Director

**Hours of work & pay:** Part time, paid, 20 hours / week, (ideally over a minimum of four days within the working week) £31,800 equivalent full time salary at a pro-rata salary of £18,170 per year. This job is **not** a term time only role. Occasional over-time may be offered during busy periods of the year.

**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 four paid part time staff roles – a Director and Companionship Manager, in post. We are currently recruiting to the position of this part time Operations Manager and part time Communications and Marketing Co-ordinator. We currently have approximately 150 volunteers and 220 clients.

**Role Purpose:**

To oversee the operations of KNA, through recruiting, training and supervising volunteers, recruiting and welcoming clients and building productive relationships with local partners. You will 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. This role will suit a self starter who is as happy working independently, as when part of the team.

## Key Responsibilities

1. 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
2. Work collaboratively with KNA partners, particularly the Avenue Club staff, providing key information on a regular basis, building and maintaining these important relationships
3. Working closely with and acting as deputy for the Director as required in the organisation and delivery of services.
4. Assist the Director with on boarding of new trustees with reference and DBS checks for new trustees.
5. Assessing, interviewing and registering new volunteers including carrying out reference and DBS checks
6. On boarding of new Office Volunteers, Driving Volunteers, Gardening Volunteers and monitor volunteer engagement and retention.
7. Issuing guidelines to volunteers and clients and maintain DBS update checks for volunteers ensuring all have valid DBS check
8. Issue annual request for volunteers to read and accept KNA Safeguarding and Confidentiality Policies
9. Responding to KNA's [mail@kna.org.uk](mailto:mail@kna.org.uk), phone enquiries and other correspondence
10. Responding to client and volunteer queries and feedback in an efficient and empathetic manner
11. Regular updating of the Lamplight database and Excel sheets, to ensure all client and volunteer details are up to date.
12. Downloading data from the Lamplight database to collate and update monthly, quarterly and annual Excel data sheets
13. Carrying out special projects and research on behalf of the Director as required
14. Assist Director with reporting for trustees and funders, including the production of statistical data and other administrative tasks
15. Arranging production and co-ordination of writing and delivery of client birthday, and client and volunteer Christmas cards
16. In conjunction with the Director and Communications & Marketing Co-ordinator, carrying out the organisation of and attending (as required):
  - 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
17. Lead on organisation of 'afternoon tea boxes' and similar 'moments of joy' initiatives for clients, working closely with the Director.
18. Maintain strict confidentiality concerning all KNA matters

## Hours

The hours of work are 20 hours a week – exact schedule 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 effectively and appropriately with people from a range of backgrounds and in a range of roles (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, organisation and time management skills (E)
- 1.5. Good standard of written and spoken English and numeracy skills (E)
- 1.6. Good computer skills involving familiarity with Microsoft Office including Excel, confidence in using databases and CMS updating of websites (E)
- 1.7. Ability to act on own initiative in addition to acting as an effective member of the team as required (E)
- 1.8. Experience and skills in carrying out work that involves:-
  - 1.8.1. A high degree of accuracy and attention to detail (E)
  - 1.8.2. Customer management experience (D)
  - 1.8.3. Event organisation (D)
  - 1.8.4. Volunteer management (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 **Sunday 19 January 2025**. Only emailed applications will be considered. Interviews will be held week beginning 7 January, in person, in Kew.