

Job Description | Operations and Communications Coordinator

Job Title:	Operations and Communications Coordinator
Responsible to:	Chief Executive
Salary:	£26-30k dependent on experience
Hours:	37.5 hours per week. This role will require work outside regular working hours, including evenings and occasional weekends.
Term:	Permanent
Location:	Hybrid; Office in Spitalfields, London (60%) and from home (40%)

Patchwork Overview

Patchwork's mission is to promote, encourage and support the active participation of young people from disadvantaged and minority communities in British democracy and civil society.

Founded in 2012, Patchwork is an organisation that creates opportunities for under-represented, disadvantaged and minority communities within British society to engage actively with politics and democracy. In 2018, Patchwork was registered as a charity with the Charity Commission for England and Wales.

Staff Benefits

- Annual leave: 28 days per annum (pro-rata) plus bank holidays
- Pension: 5% employee / 3% employer - Total 8%
- TOIL policy for pre-approved out-of-hours work
- Annual free eye test
- Charity days
- Hybrid and Flexible Working Policies

Role

The Operations and Communications Coordinator is a key role at The Patchwork Foundation, responsible for ensuring the smooth running of day-to-day operations and supporting the organisation's internal and external communications efforts. The successful candidate will provide operational support across the organisation, ensuring that systems and processes are efficient while also contributing to developing and implementing a communications strategy to raise awareness of the Foundation's mission and programmes. This is an excellent opportunity for someone with strong organisational, operational, and communication skills who is passionate about working in a dynamic, purpose-driven environment.

Duties and Responsibilities

Operations Management

- Office Coordination
 - Oversee day-to-day administrative functions to ensure smooth office operations, including scheduling meetings, managing supplies, and handling general inquiries.
 - Maintain and manage organisational calendars, tracking key events and deadlines.
 - Coordinate the logistical aspects of internal and external meetings, including venue booking, travel arrangements, and meeting materials preparation.
- Systems & Processes
 - Support implementing and maintaining operational systems and tools to streamline organisational processes.
 - Ensure accurate and up-to-date record-keeping for programme data, participant information, and partner engagement.
 - Support the CEO and Programmes team in preparing papers for Trustee meetings.
 - Ensure up-to-date record keeping of all governance policies
 - Support financial processes such as invoice management, expense tracking, and coordination with the finance team.
 - Support CEO in identifying funding streams and bid writing.
- Event Coordination
 - Assist with planning and logistics for key events, including MP of the Year Awards and Masterclass Graduation
 - Ensure all logistical aspects of events are managed efficiently, including registration, participant communications, and on-the-day coordination.
- Programme Support
 - Support the Programmes team in delivering the Foundations Masterclass, Get Involved, and Internship programmes.
 - Assist in evaluating the impact and effectiveness of programs through data collection and analysis.
 - Attend events as required. Some evening work may be required.

Communications

- External Communications
 - Work closely with the Programmes Team to develop and implement communications plans that promote The Patchwork Foundation's programmes and impact.
 - Draft and schedule regular social media content across platforms (X, Instagram, LinkedIn), ensuring that messages align with organisational objectives and key events.

- Assist in managing and updating the Foundation's website, ensuring timely and relevant content is published, including programme information, blogs, and news updates.
- Produce newsletters, press releases, and promotional materials to increase visibility and engagement.
- Brand Management
 - Ensure consistency in the Foundation's branding and messaging across all communications platforms, maintaining tone and style guidelines.
 - Collaborate with partners on creating visual materials, such as reports, infographics, and event promotions.
- Stakeholder Engagement
 - Support the management of relationships with external stakeholders, including partners and donors, by coordinating communications and providing updates on the Foundation's work.
 - Assist in creating impact reports, presentations, and other documentation for key partners and stakeholders.

Person Specification

Knowledge	Essential / Desirable
Knowledge of underrepresented, disadvantaged and minority communities	E
Understanding of the charity or democracy sectors	D
Experience	
Excellent administration skills, organised and efficient with good attention to detail.	E
Using Google Suite, Zoom, Canva, Mailchimp, Wordpress, Twitter / X and Instagram	E
Excellent relationship-building and interpersonal skills, able to liaise well and respond to enquiries from various people and organisations, using email, phone, and face-to-face communications.	E
Good organisational skills, able to balance a range of roles and challenges.	E
Experience in using and maintaining a database, ensuring quality and accuracy.	E
Experience in managing social media and creating content for online distribution.	E
Experience in project management.	D
Experience organising events or meetings, logistics, and administration.	D
Skills	
Ability to maintain confidential and sensitive information.	E
Strong time management skills, with the ability to work well under pressure and to organise and meet deadlines.	E
A self-starter and team player, able to work both independently and collaboratively.	E
Values and promotes diversity.	E
Able to work independently whilst working as a team player.	E
Values	
Desire to support underrepresented, disadvantaged and minority communities	E
Able to support volunteers, stakeholders and beneficiaries with a variety of political views or beliefs	E
Understanding, empathy and commitment to Patchwork's aims and values	E

Application Process

We value and respect all differences (seen and unseen) in all people. **We actively seek and encourage applications from candidates from diverse backgrounds, particularly those from ethnic minority backgrounds or with disabilities.** We are committed to equity and inclusivity within our workforce and ensure that all candidates are considered fairly. We will consider requests for flexible working arrangements.

Application Deadline: Tuesday 8th October 2024

Interviews: W/C 21st October 2024

- We will consider applications on a rolling basis and may close the process early.
- We may hold short telephone interviews with candidates before final interviews.

Please include the following information in an email to jobs@patchworkfoundation.org.uk with the subject: *Application for Operations Coordinator | [Your Name]*

1. **CV**

- Please ensure your CV outlines where your experience evidences the criteria in the [person specification](#) above.

2. **Application Questions**

- Describe your experience that makes you a suitable candidate for the Operations Coordinator role? *(250 words)*
- What specifically drew you to apply for the Operations Coordinator role at Patchwork? How do you see yourself contributing to our ways of working? *(250 words)*
- Why do you believe it is crucial to increase political participation among young people from disadvantaged and minority communities? How have you personally worked to support this cause, and what impact do you hope to make through your role at Patchwork? *(250 words)*

3. **Two referees.** Please include the name, email and phone number of two people we can contact for references, one of whom should be your most recent employer. Please indicate your relationship to them, they must not be friends or relatives. Referees must be able to comment on your knowledge and experience and your ability to do the job you have applied for. We will not contact your referees without your consent.

4. **Completed Equal Opportunities Monitoring Form.**

The successful candidate will be required to undertake an enhanced DBS check prior to their appointment, which the Foundation will arrange.

Equal Opportunities Monitoring Form

Patchwork aims to promote, encourage and support the active participation of young people from under-represented, disadvantaged and minority communities in British democracy and civil society. Therefore, the Equal Opportunities Policy includes employment in that the only consideration in recruitment, training, appraisal, promotion and general treatment of employees must be how the genuine requirements of the post are met, or are likely to be met, by the person under consideration whether during the recruitment process or during their employment.

This form is not used as part of the shortlisting or recruitment process and is used purely for monitoring

Name:

Position Applied for:

Gender:	
Does this match the gender you were assigned at birth?	
Current Age:	
Sexual Orientation:	
Religion or Belief:	
Disability: Under the Disability Discrimination Act 1995, a disability is defined as; "A physical, sensory or mental condition which makes it difficult for them to carry out normal day-to-day activities. It must be substantial and have a long-term effect i.e. it must last or be expected to last for 12 months." Please indicate if you have a disability as defined above.	If Yes, please provide further detail:
Ethnicity:	
What was the occupation of your main household earner when you were aged 14?	

Any Additional Information:

Please sign below to confirm all details above are correct

Signature:

Print Name:

Date: