

Job Description

Job title:	People and Operations Officer
Place of work:	The Lodge, Gaysham Avenue, Gants Hill, IG2 6TD
Hours of work:	28 hours per week
Responsible to:	Operations Director
Contract:	Permanent
Salary:	£31,900 per annum, pro-rata (£25,520 for 28 hours per week)

About Community Action Redbridge

Community Action Redbridge is a local infrastructure charity dedicated to building a fairer Redbridge where everyone and every community has an equal opportunity to thrive. Through our work, we support the development of strong and resilient communities where people lead happy, healthy, and fulfilling lives.

At the heart of our work is a commitment to social justice and to tackling the root causes of inequality. We're passionate about shifting power, amplifying community voices, and working collaboratively to create social change.

We do this by:

- Strengthening and championing the voluntary, community, faith and social enterprise (VCFSE) sector, so local organisations have the tools and support they need to grow and thrive.
- Supporting local people to drive change in their own communities, through social action, volunteering and active participation.
- Bringing people and organisations together, from the VCFSE sector, public services, and local businesses, to collaborate on shared ambitions for Redbridge.

Job Purpose

The People & Operations Officer plays a vital role in keeping Community Action Redbridge running smoothly and ensuring that our team has the right environment, tools, and resources to thrive. This role combines office coordination, HR administration, and health and safety responsibilities, helping to create a welcoming, efficient, and inclusive workplace where everyone can perform at their best.

Acting as the first point of contact in our office, you will take pride in maintaining a well-managed and productive space, overseeing office systems, liaising with suppliers, and supporting internal communications. You will also play a key role in organising meetings and team events, supporting internal processes, and ensuring that our administrative systems are robust and well maintained.

In addition, you'll support the smooth running of our people systems and processes - from recruitment and onboarding to HR record-keeping and policy guidance, becoming a trusted go-to person for staff queries. You will also contribute to creating a safe working environment by supporting health and safety compliance.

This is a great opportunity for someone highly organised, proactive and people-centred, who enjoys variety in their work and wants to make a meaningful difference behind the scenes of a dynamic local charity.

Please note that while there may be occasional flexibility, due to the nature of the role, this post is designed to be primarily office-based. This ensures effective collaboration with team members, access to necessary resources and equipment, and supports the smooth running of day-to-day operations. The role is part-time (28 hours per week), and these hours can be worked over four or five days, depending on your preference.

What you'll do

Office Coordination & Administration

- Maintain a welcoming, well-organised workspace that supports staff wellbeing and productivity.
- Take responsibility for day-to-day office coordination, including ordering supplies and services, managing archiving and waste collection, and maintaining relationships with suppliers and our landlord.
- Work closely with our IT support provider to ensure systems run smoothly, identifying areas for improvement and suggesting ways things could be done more effectively or efficiently.
- Organise and support key meetings and events such as Board and staff meetings, away days and the AGM – including booking venues, sending invites, preparing papers, setting up equipment, taking minutes and tracking actions.
- Provide general administrative support across the organisation, working closely with colleagues to ensure the smooth running of day-to-day operations.
- Support key organisational processes, including audits and the maintenance of essential documents and records.
- Assist with the planning and coordination of occasional internal and external events.
- Lead on internal communications relating to office facilities, health and safety, and HR administration.

Health & Safety

- Assist in the development and implementation of relevant risk assessments and H&S action plans.
- Coordinate staff training and development related to health and safety, including first aid, fire safety, manual handling, and display screen equipment (DSE).
- Oversee DSE self-assessments, offering guidance and practical solutions to support colleagues' health and safety at work.

HR Administration

- Keep our personnel files up to date and well-organised, and supporting line managers with tasks such as using our HR platform and document management.
- Become thoroughly familiar with our staff policies so you're the go-to person for answering any day-to-day employee queries.
- Assist with the full recruitment process, including advertising, interview scheduling, candidate communications, pre-employment checks and maintaining accurate records.
- Manage all new starter documentation, such as right to work, references, employee contracts, and DBS checks (where applicable).
- Ensure new employees have the necessary equipment and IT set up on their first day and serving as their point of contact for any administrative queries.
- Onboarding new team members to our office space, facilities and relevant systems, ensuring a smooth transition from day one.

General Duties

- Practise and actively promote Community Action Redbridge values and ways of working.
- Actively promote diversity, equity and inclusion, and help to ensure that Community Action Redbridge works anti-oppressively and challenges injustice.
- Contribute to the continuous development and performance of Community Action Redbridge.
- Help raise the profile of Community Action Redbridge and uphold our brand by representing the organisation positively and following brand guidelines in all communications and activities.
- Adhere to all Community Action Redbridge policies and procedures.
- Actively participate in support and supervision, annual appraisals, team meetings, away days and appropriate training and development opportunities
- Undertake any other duties as required and in line with the purpose of the post.

This is a description of the job as it is presently constituted. It is the practice of Community Action Redbridge to periodically review role descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement

cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.

Community Action Redbridge is committed to safeguarding and promoting the welfare of children and vulnerable adults. Please note that this post is subject to a basic DBS check.

We believe in being inclusive and giving everyone an equal chance to succeed. Applications are welcome from all regardless of age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or social economic background.

All appointments will be made on merit, following a fair and transparent process. In line with the Equality Act 2010, however, the organisation may employ positive action where candidates from underrepresented groups can demonstrate their ability to perform the role equally well.

Person Specification

	Essential	Desirable
Education		
Knowledge, skills and experience	• Ability to manage contracts and maintain positive supplier relationships, ensuring clear communication, compliance with terms, and value for money • Ability to identify and implement improvements to organisational systems, processes and ways of working to support efficiency and effectiveness • Highly organised with strong administrative skills, including the ability to maintain effective filing systems and provide reliable operational support to ensure smooth day-to-day functioning • Strong minute-taking skills with the ability to accurately capture key discussions, decisions, and actions in a clear, concise, and professional format • Strong understanding of health and safety requirements, with the ability to manage day-to-day compliance in the workplace • Strong digital literacy, with the ability to confidently use Microsoft 365 and other digital systems. Demonstrated commitment to using digital tools and embracing digital innovation to enhance internal operations, improve employee experience, and drive efficiency. • Strong written and verbal communication skills, adept at translating complex information into clear, compelling messages for diverse internal and external audiences. • Strong time management and organisational skills, with the ability to prioritise tasks, meet deadlines, and manage workload efficiently in a fast-paced environment. • Excellent project management skills with the ability to manage multiple workstreams, ensuring effective coordination and delivery • Strong working knowledge of data protection and confidentiality, with a proven ability to implement and maintain best practice to safeguard sensitive information	

	• Strong problem-solving and decision-making skills, with the ability to manage day-to-day operational challenges, assess risks, and take initiative to ensure smooth delivery of organisational processes. • Proven ability to work collaboratively with colleagues, partners, and stakeholders across different teams and organisations. Ability to build strong working relationships and contribute to a positive, supportive team culture.	
Personal attributes	• Passionate about social justice with a strong commitment to Community Action Redbridge's values and mission. • Proactive and self-motivated, with a "can-do" approach • An open and respectful approach grounded in cultural humility, with the ability to engage sensitively and effectively with diverse communities • Flexible and adaptable with the ability to respond to changing circumstances and priorities. • Reflective and self-aware, committed to continuous learning and personal development.	
Other requirements	• Committed to equity, diversity and inclusion and acts in a way that celebrates and encourages a range of perspectives, views and experiences. • Willingness and ability to work flexibly, including regular evenings by prior arrangement.	