

Make a difference

Join the team at The ClementJames Centre:
Operations Officer



Releasing potential in the community

Dear Candidate,

Operations Officer

We are looking for a high-calibre candidate to join our staff team as an Operations Officer. The ClementJames Centre is an award-winning charity that provides programmes that address underachievement and social exclusion. We support nearly 3,000 children, young people and adults each year to release their potential.

The Operations Officer will play a pivotal role in providing support to the operations team. Reporting directly to the Operations Manager, this role entails maintaining precise financial records, reconciling transactions and reception duties . Additionally, the Operations Officer will provide administrative support to the HR function of the organisation.

This exciting role will not only give you a real insight into the charity sector, but also provides you with the skills and hands-on experience required to excel as a charity professional. We offer development and support, and you will have the opportunity to work with driven and compassionate colleagues within a vibrant community.

If you believe that everyone should have the opportunity to release their potential and live fulfilled lives and you would like to join a dynamic, innovative organisation, then The ClementJames Centre could be the perfect career choice for you.

Dami Solebo
Chief Executive



1. Job Description & Person Specification

Start date:	As soon as possible, date to be agreed on appointment
Remuneration:	£27,700 PA
Contract type & hours of work:	Full-time, permanent. 37.5 hours per week Monday to Friday, typically 9:30 until 18:00. Hybrid working can be discussed.
Location:	95 Sirdar Road, London W11 4EQ
Annual Leave:	33 days (including bank and public holidays) plus an additional 2 to 5 days at Christmas and a length of service entitlement (one day per year of service, up to 5 days)
Reporting to:	This post holder will be line managed by the Operations Manager
Benefits:	Staff pension, ongoing training and development opportunities (including two Professional Development Days per year), Employee Assistance Programme, Travelcard loan and Cycle to Work scheme
Equal opportunity:	We are committed to equal employment opportunity and actively encourage people from all backgrounds to apply for the role. People from Black and Minority Ethnic backgrounds are currently under-represented in The ClementJames Centre's workforce and also within the wider charity sector. The ClementJames Centre particularly welcomes applications from individuals from Black and Minority Ethnic backgrounds

Experience:	Excellent interpersonal skills; excellent written English, Numeracy and IT. skills; extremely efficient organisation skills.
Training:	There is an initial induction period and on-going training.
Application:	Via the application form, see Page 6 for further details
Closing Date:	We will be doing rolling recruitment for this role
Start Date:	As soon as possible
Selection Process:	You will first be asked to attend an initial zoom interview, and if successful, the second stage will include a follow up interview in person and other selection tasks relevant to the role



2. Who are we looking for?

The applicant must:

- Have the right to work in the UK
- Demonstrate a high level of computer literacy
- Be able to use their own initiative, and to organise and prioritise their workload
- Be able to meet deadlines and work under pressure
- Be able to maintain excellent working relationships with colleagues
- Demonstrate awareness of and commitment to valuing equal opportunities and diversity
- Be committed to taking a full and active role in the life of the charity and be committed to its aims and values



3. What will your main duties be?

Financial Administration:

- Conduct thorough reconciliation of transactions in QuickBooks Online, ensuring accuracy in allocating income and expenditure across various departments and project budgets (Training Provided).
- Manage banking processes, including initiating payments for authorisation, depositing received cheques, and preparing monthly bank reconciliations (Training Provided).
- Review invoices and staff expenses for timely processing and payment.
- Maintain meticulous record-keeping of financial documentation and payments, adhering strictly to financial procedures and guidelines (Training Provided).
- Ensure compliance with the charity's financial procedures and auditor specifications (Training Provided).
- Collaborate with the Fundraising Team to acknowledge donations, manage Gift Aid payments, and submit Gift Aid claims (Training Provided).

HR Administration:

- Collaborate with the Operations Manager and Chief Operations Officer (COO) to develop job packs for advertising vacancies. and assist in posting job vacancies on relevant websites (Training Provided).
- Support the Operations Manager and COO in administering the charity's HR management system and helping to ensure that our safer recruitment strategy is followed (Training Provided).

Reception Function:

- Assist with reception duties for no less than one day per week, providing additional coverage as needed.
- Undergo training to efficiently handle tasks such as answering phones, greeting clients, and conducting online welcome meetings.
- Conduct client calls to collect evaluation data.

General Responsibilities:

- To develop, update and maintain ClementJames displays, publicity, resources and information packs
- To keep abreast of and ensure compliance with all necessary regulations and legal requirements, including health and safety, equal opportunities and working with vulnerable groups
- To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post

Our Operations Officer will need to be a positive and pro-active team player, who is systematic in their approach to administration, and gives strong attention to detail. We're looking for an excellent communicator (in written and spoken English). They will have charitable mindset and a real interest in the impact of our work. Strong numeracy and IT skills are also integral to this role.

This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The ClementJames Centre is an evolving organisation and therefore changes to the employee's duties may be necessary from time to time.



4. How to Apply

We will be doing rolling recruitment for this role. We strongly encourage early applications as we will do interviews as and when suitable applications come through, and will close recruitment once we hire a successful candidate.

To apply, please complete the application form which can be found on our 'Join the Team' webpage. The form consists of information about you, your educational and professional experience and a 400 word supporting statement. If you have any issues completing the form, please email reception@clementjames.org or call us on **020 7221 8810**.

Completion of the Equal Opportunities form is optional but submission of this helps us to ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. You do not need to answer all the questions and the information provided will not be available to members of the selection panel.

The successful applicant will be subject to an enhanced disclosure through the Disclosure and Barring Service.

If you have any questions or would like more information about the application process, please contact reception@clementjames.org or call **020 7221 8810**. We are committed to providing reasonable flexibility throughout the recruitment process and will endeavour to be as accommodating as possible. If you require the application documents in a different format please do not hesitate to contact us.

The ClementJames Centre is a welcoming and unique place to work and if you would like to speak to a member of staff prior to submitting your application, please email reception@clementjames.org to arrange a phone call or a visit to the site.



5. The ClementJames approach

The ClementJames Centre is based at the heart of North Kensington, a diverse and vibrant area, yet one of the most disadvantaged in London.

Our vision is for everyone in our community to release their potential and live fulfilled lives. We achieve this through education, employment and wellbeing support in a safe and compassionate space:

Employment Support

We help people to gain meaningful and sustainable employment through personalised advice and support, mentoring and work skills activities.

Adult Learning

We support adults to improve their English, Maths and ICT skills through a wide range of Functional Skills courses and intensive literacy & numeracy support.

Children and Young People's Education

We help children and young people to learn, flourish and achieve their potential through academic support, mentoring, literacy & numeracy support and aspirational activities.

Wellbeing and Support

We empower people to overcome barriers and challenges and to engage with their own wellbeing. We provide Information, Advice and Guidance, and wellbeing activities.

Our values guide everything we do as an organisation, from the way we recruit our staff, to the way we treat our students and clients and interact with each other. Even though we may not always get it right, we aim to live up to these values every day. We are looking for applicants who share our vision and commit to our shared values.



Aspiration

We behave aspirationally and positively.



Talent

We value and recognise the talent of every person.



Compassion

We practise pastoral long-term care.



Teamwork

We promote teamwork and togetherness.



Quality

We complete everything to the highest possible standard.

Our partners

Collaboration and partnership are an essential part of what we do.

We work closely with a variety of local and national organisations, such as other charities, local schools and colleges, and universities. The ClementJames Centre also benefits from strong links with corporates such as Hiscox.

We also benefit from the support of over 100 corporate and local volunteers.

Our students and clients

We work with children aged 7+ and support adults of all ages. Each year, we support approximately 3,000 children, young people and adults. Many of our students and clients take advantage of multiple programmes and form lasting relationships with the centre and its community of staff and volunteers.

“A local charity with national ambitions”

6. What our service users say about us

"First of all I would like to say thank you for these wonderful couple of months...I appreciate the methodology to teach us with immeasurable energy...in addition your happiness and energy each Monday make me happy to start my week...thank you to The ClementJames Centre and teacher Catherine to give this opportunity to learn."

ClementJames student

"Thank you for the good moments we spent together, the friendly atmosphere you've created and for the delicious food. I appreciated it." [About the Adult Learning end of term celebration]

ClementJames student

"I'm enjoying learning again and thanks to you for being a wonderful teacher."

ClementJames student

"Bad news, I will not be able to come to class this week. Good news, because I found a job! Thanks to your teachings and tips about interviews, I got an offer from Itsu restaurants to work as a Sushi Maker in one of their stores. They will arrange my working shift according to my class schedule going forward. This was only possible with your support and teachings, so thank you sooo much teacher."

ClementJames student

"I've now been getting support with my maths for over a year and feel like I'm really making headway. When I had to take a test in college recently, I got 80% on the maths test! It felt like such an achievement. I remembered quite a few useful tips from the sessions that helped me pass (like moving the decimal point 'to the left to the left' when dividing!)."

ClementJames student





If you would like to find out more please
visit our website www.clementjames.org,
call us on **020 7221 8810**,
or email reception@clementjames.org

The ClementJames Centre
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