



Senior Operations Officer

Recruitment Pack

April 2024



Contents:

- About Quartet
- Our Vision, Mission and Values
- Role Summary
- Role Description
- Person Specification
- Conditions of employment
- How to apply



About Quartet

The West of England is a place that inspires people to put down strong roots and to care deeply about the issues facing people living here.

Quartet is the local community foundation for this region, covering Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire. We help ordinary people do extraordinary things that make our local communities thrive and improve the lives of people who live here.

We want to see a West of England where communities are well resourced, confident and strong, where grassroots community and voluntary groups can respond to the needs and aspirations of all who live there, now and forever.

Quartet is here to inspire local philanthropy, channelling people's generosity to help our region become fairer, greener and a place for all to thrive. We do this by awarding approximately £5 million in grants each year to a wide range of local charities and community groups addressing pressing social needs. Funding for these grants comes from our growing permanent endowment fund and from "flow through" funding provided by revenue funds. We hold almost 300 individual funds.

We are part of a national network of 47 Community Foundations across the UK matching people who want to give money locally with organisations and charities working to help local communities on the ground. Our main office is in central Bristol at Royal Oak House, a 5-storey building owned and occupied by Quartet, along with 5 other independent charities (as a multi occupancy tenanted building). We have a satellite office in Bath, and we adopt a hybrid working model.



Our Vision, Mission, Values

Our Vision

A West of England where local communities are well resourced, confident and strong, where community and voluntary sector groups can respond to the needs and aspirations of all who live there, now and forever.

Our Mission

To inspire people to help transform our local communities so that they become fairer, greener and a place for all to thrive, forever.

Our Values & Behaviours

Quartet is an organisation that:

- Remains close to its communities, highlights the issues affecting them, and responds in an agile and solutions-based manner
- Looks over decades not years, keeping the future in mind even in short-term decision making
- Acts in an open, honest and transparent way and delivers on its commitments
- Treats people with dignity and respect, being supportive and enabling
- Embraces continuous improvement and change and is not afraid to be bold
- Strives to meet the highest ethical standards and is socially, financially and environmentally responsible.



Role Summary

As our Senior Operations Officer, working closely with the Head of Operations, you will play a vital role in the smooth running of our organisational operations. The remit of the role covers a wide range of functions including senior officer responsibility for ICT systems, office management, building management, and also contributing to Quartet's strategy in response to carbon reductions and equality, diversity and inclusion.

The ideal candidate for this role will have previous relevant ICT experience, operational experience of supporting a team in an office environment – preferably for a charity or not for profit organisation – and will have the necessary skills to work both practically and professionally with staff and trustees, tenants, and other third parties to deliver the best possible operational delivery across Quartet's varied services.

If you are an operations professional with both a technical and practical approach and the ability to communicate effectively with a wide range of people, please do consider applying for this role.



Role Description

Role Purpose:

The purpose of the role is to support the smooth running, development and growth of the Quartet operational infrastructure to enable the organisation and all involved to deliver its mission.

Key Job Tasks:

- Supporting the Head of Operations (HoO) in their role to deliver the operational plan in association with the overarching strategic plan for Quartet
- Work alongside the Operations Officer in supporting all other staff members in their operational needs.

Duties and Responsibilities:

ICT Systems

- Day to day internal coordination of ICT systems and infrastructure, including first line of support for staff, trustees and relevant contractors
- Support the HoO to manage and develop Quartet's ICT infrastructure (including Microsoft 365/ Sharepoint / other systems) across all sites, ensuring full compliance with all statutory legislation and internal policies and procedures
- Maintain an inventory of all ICT related equipment, disposing of old equipment ethically and responsibly
- Support the Head of Operations to ensure high standards of data security and GDPR compliance, including training and development
- Help to coordinate and deliver staff training relevant to the ICT infrastructure including cyber awareness training, and keep accurate annual registers
- Support colleagues in their use of ICT, helping to maximise digital efficiencies
- Main day to day point of contact for Quartet's outsourced ICT provision
- Monitor technical aspects of the website, making changes and updates as necessary, and liaising with other departments in their use of the website
- Ensure effective deployment of information security protocols, ensuring that all colleagues adopt best practice
- Procurement of ICT related new and replacement kit in line with budget as set by the HoO.

Office Management

- Ensure the smooth day to day running of the office including equipment, workstations, kitchen, facilities, access and security
- Liaison with colleagues, trustees and others as necessary to support the smooth and professional operational running of the office including meeting rooms and facilities
- Ensuring visitors receive a warm welcome including making arrangements, room bookings and refreshments
- Maintain an inventory of office and other equipment and plan for anticipated needs
- Ensure high standards of compliance with Health and Safety law, policies, procedures and office-based health and safety issues including accident reports, near misses, training and awareness
- Maintain a programme of maintenance across the office, including all equipment, facilities and plant, liaising with external suppliers and contractors as necessary and within budget



- Procurement of office supplies including but not exclusive: equipment, stationery, replacement kit – in line with set parameters
- Maintain organisational archives.

Property Management

- Support the HoO in their property management of Royal Oak House
- Day to day internal point of contact for tenants, liaising with Building Management as necessary, and keeping accurate records
- Day to day point of contact for Building Management provider, liaising on building and facilities needs, responding to issues and facilitating contractor maintenance and repair visits
- Support the HoO to ensure suitable access and security is maintained, including the issuing, monitoring and record keeping of keys, access control systems and intruder alarms
- Royal Oak House Fire Warden, directing the safe and swift evacuation of the building and liaising with emergency services in conjunction with other appointed fire marshals.

Climate Change and Carbon Reduction

- Support the HoO to implement, manage and monitor departmental systems in relation to Quartet's climate change plans, particularly in relation to office and building management.

Equality, Diversity and Inclusion

- Support the HoO to implement, manage and monitor departmental systems in relation to Quartet's EDI plans.

Events

- Working alongside the Operations Officer and other members of the team, support Quartet in its execution of events as and when required, in particular for Quartet's Annual Celebrations, under the direction of the Head of Operations.

Other

- As directed by the HoO and/or CEO.



Person Specification

We are looking for someone who has the necessary experience, skills and outlook to lead and deliver on the responsibilities outlined above.

Please ensure that you demonstrate in your covering letter the ways in which you meet the essential desirable criteria.

Please note that due to the operational nature of this role, the post holder will be required to be office based as standard.

Essential Criteria:

Experience:

1. Experience of working in medium-sized-business' operational office environment
2. Experienced user of Microsoft Office 365 and various Software as a Service (SAAS)
3. Experience of working with senior staff and/or trustees/company directors

Skills/abilities:

1. Effective verbal and written communication skills
2. Effective organisational and time management skills
3. High numeracy and literacy skills with attention to detail
4. Ability to work without close supervision, using own initiative
5. Ability to work flexibly as part of a team
6. Ability to plan ahead and prioritise own workload
7. Ability to maintain confidentiality relating to sensitive or personal matters
8. Ability to carry out physical tasks in relation to the role (for example light DIY, simple repairs, accessing the roof) in line with Quartet's Health and Safety procedures, and in consideration of any reasonable adjustments that may be requested.

Knowledge:

1. Knowledge of ICT systems, infrastructure, hardware, software and procedures.
2. Understanding of, and empathy with Quartet's vision and mission

Desirable Criteria:

Experience:

1. Buildings or facilities management experience
2. Experience of working in a charity
3. Experience of working with outsourced service providers
4. Event delivery experience

Skills/Abilities:

1. Skilled user of all Office 365 Professional suite elements, including Sharepoint and OneDrive, and Global 365 Administration

Qualifications:

1. First Aid trained
2. Fire Marshal trained
3. Relevant IT, cyber security or data protection training from a recognised training provider



Conditions of Employment

Role

- Senior Operations Officer

Hours

- Full Time (35 hrs per week)

Salary

- Circa £33,000 per annum

Probationary period

- 6 months, during which the notice period is two week's written notice on either side

Accountability

- Reports to the Head of Operations

Stakeholder Pension Scheme

- Option of 6% employer stakeholder pension contribution on completion of probationary period. Pension contribution backdated to joining date.

Staff benefits

- Quartet offers a staff benefits scheme via the Hospital Saturday Fund (HSF) and pays a higher entry level fee of up to £15 per employee per month.
- Employee Assistance Programme

Holiday

- 25 days per annum, in addition to public holidays, plus 3 days between Christmas and New Year.
- An additional 1 day's leave is awarded after 5 years of continuous service, and an additional 2 days after 10 years of continuous service.

Location

- Main location is in the Bristol office – Quartet offers a hybrid working arrangement for the majority of roles, with an absolute minimum of 60% of contracted week to be in the office, and a maximum 40% home working where appropriate and agreed in writing suitably in advance. All staff are required to be in the office on Wednesday mornings to aid teamwork and good communication.

Travel expenses

- Car, cycle and motorbike mileage allowance for travel in connection with work.



How to apply

This job pack, Quartet's job application form, and our Equality and Diversity monitoring form can be downloaded from this role's vacancy page on our website.

Please send all the following via email in order to apply and be considered for interview:

- A covering letter stating why you're the right person for this role and the ways in which you meet the essential and desirable criteria (max. 2 sides of A4)
- A completed Quartet job application form which includes your basic details
- An up-to-date CV (max. 2 sides of A4)
- A completed anonymous Equality and Diversity Monitoring Form (this is voluntary)

To: charlene.lawrence@quartetcf.org.uk
Referencing: 'Senior Operations Officer Application' in the email subject line

Closing date: 12noon on Monday 13th May 2024
In-Person Interview date: Friday 24th May 2024 (between 9am-5pm)

Thank you

www.quartetcf.org.uk

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Registered charity number: 1080418
A company limited by guarantee
Registered in England & Wales Company number 3981052
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