

## **Job Information Pack**

### **Operations Coordinator**

**March 2021**

#### **Contents**

1. Welcome letter from The Mulberry Centre Executive Director – Raj Athwal
2. About the Mulberry Centre
3. The role of the Operations Coordinator – Role Description and Personal Requirements
4. Working hours and salary
5. Organisation chart
6. Timetable and how to apply

## **Welcome from Raj Athwal – Executive Director**

### **The Mulberry Centre**

Dear Candidate,

We are very pleased you are interested in applying for the position of Operations Coordinator at The Mulberry Centre. I hope you will find the information in this Candidate Brief useful and more generally, the content of our website: <https://www.themulberrycentre.co.uk/>

The Mulberry Centre (TMC) is an award-winning cancer information and support centre and an independent charity, based on the grounds of the West Middlesex University Hospital in Isleworth, West London. It has been open for over 19 years and has provided services and support to more than 15,000 people.

We are seeking an Operations Coordinator to work closely with the Finance and Operations Manager. We are looking for an individual who will support and coordinate the smooth running of the Centre's operational and support services, enabling The Mulberry Centre to deliver quality services with a professional and caring focus. You will need to be a warm and welcoming team player, be proactive and an office all-rounder supporting your colleagues.

If you are interested in the work of The Mulberry Centre and have the relevant experience to perform this significant role, we would very much like to hear from you. Please contact me via email: [raj.athwal@themulberrycentre.co.uk](mailto:raj.athwal@themulberrycentre.co.uk) to discuss the opportunity in more detail.

Raj Athwal  
Executive Director

## 2) About The Mulberry Centre

### History

The Mulberry Centre is the culmination of a series of events. Over twenty ago, the West Middlesex University Hospital NHS Trust launched its first major fundraising campaign under the heading of the Pulse Appeal. West London needed a cancer support service – somewhere for anyone affected by a diagnosis of cancer to visit for information, advice and support.



Visits were made to similar Centre's around the country to gain an understanding of the viability of the service and its ongoing funding needs and to stimulate ideas for the design of our purpose-built Centre. In the summer of 1999, the cancer care Centre gained its name and visual branding – The Mulberry Centre Appeal was born. Fundraising continued, and building started in 2000. In 2001 the dream became a reality and the doors were opened for the first time.

After four years, The Mulberry Centre moved from being a subsidiary charity of the West Middlesex University Hospital Charitable Fund, to become a charity in its own right. On 1st August 2005, The Mulberry Centre became an independent charity, with its own Board of Trustees. This development allowed further scope for funding applications and an easier route for donations. Ties with the West Middlesex University Hospital continue to be strong, but the Centre gained strategic control over its future.

Today, The Mulberry Centre is a well-established resource in West London and has received many thousands of visits from both new and established users of the Centre for over 19 years.

### Mission

The core mission of The Mulberry Centre is to improve the lives of anyone affected by cancer, including those with a diagnosis, carers, family members and bereaved relatives, by enhancing emotional, psychological and physical well-being.

### Activities

Since 2001, The Mulberry Centre has grown and adapted its services to meet the needs of the people we aim to serve. As people are living longer with a cancer diagnosis, we recognise that their needs may change over time. It is not just the physical manifestation of the disease, but the emotional and practical impacts that we are able to respond to.

We aim to deliver a range of information and support services to all people affected by a diagnosis of cancer: to the cancer patient, the main carer, and those bereaved by cancer. Services include complementary and relaxation therapies, ongoing one to one support on a drop-in basis, counselling sessions and support groups, plus a wide range of workshops.

The combination of information, support, self-management and relaxation helps people feel in control; it helps them to make the right decisions to manage the physical and mental trauma of a cancer diagnosis, treatment and recovery. In addition, our community engagement has continued to be strengthening referral pathways with local community groups, to ensure that people hear about us at the earliest opportunity in their cancer journey.

Longstanding relationships with a wide range of health professionals, public bodies and voluntary organisations also help us to achieve and sustain our aims.

The services offered by TMC are briefly described below. Further details can be found on the TMC website.

Information Service and Library

Drop in support

Counselling, Support Groups and Coaching

Complementary Therapies

Wellbeing classes

Informative Workshops

Creative and social activities

Welfare rights and Benefits service

Engagement in the community

Befriending service

A peaceful space to relax and meet others, including within our own garden.

All the services are provided free of charge.

### **Recognitions and Awards**

In 2010 we were chosen as a beacon site for their Macmillan Environmental Quality Mark award for the excellence of our facilities; this was awarded again in 2012, 2015 and in November 2018. In 2014 The Mulberry Centre was named Hounslow Charity of the Year at the annual volunteer awards ceremony. In recent years, The Mulberry Centre has been the Charity of the Year of both the Mayor of Hounslow and the Mayor of Richmond upon Thames. We have also won the Hounslow Health Garden of Year Award twice. In March 2019, the Complementary Therapy team won a prestigious Macmillan Volunteers Award for their commitment and determination to improve the lives of people affected by cancer.

### **How we operate**

We have a staff team of around 10, in full-time equivalent terms, and an expenditure budget of approximately £450,000 each year. The costs of running The Mulberry Centre have to be met by the income that we manage to raise. Although a certain amount of funding is received under contract, we have needed to find the bulk of our funding from charitable donations and fundraising activities. We have over 120 volunteers providing approximately 8,000 hours of time each year to provide support and services to our clients. We would not be able to provide the support we do for people affected by cancer without our volunteer workforce.

## The Role of Operations Coordinator

Reports to the Finance and Operations Manager

### Overall objectives

- ◆ To assist the Finance and Operations Manager to provide key support across all the back-office functions of The Mulberry Centre.
- ◆ To support the implementation of internal operational processes, to strengthen more standardised and effective ways of working across the Centre.

Achieving these objectives will ensure the smooth running of the Centre's operational and support services, enabling The Mulberry Centre to deliver quality services with a professional and caring focus.

### RESPONSIBILITIES

#### a. Estates and Facilities

- 1.1 To monitor and re-order all supplies for the Centre and coordinate the distribution / installation of consumables, equipment, and furniture, as necessary.
- 1.2 To coordinate all aspects of the everyday maintenance of the Centre so that it is fit for purpose including issues arising from: cleaning, gardening, telephones, rubbish collection, odd jobs (electrical / plumbing etc.).
- 1.3 To maintain an annual/cyclical maintenance schedule and ensure all reviews and testing dates are complied with in a timely manner.
- 1.4 To assist in all aspects of health and safety requirements to ensure TMC is compliant regarding e.g. sufficient staff/contractors with up-to-date Fire Marshall and First Aid training, PAT testing.
- 1.5 To assist in the tender process for new service providers to ensure that the Centre receives an efficient and cost-effective service.
- 1.6 To assist in the review of service and operational contracts as required.
- 1.7 To flag up to the Finance and Operations Manager, any issues or inconsistencies relating to Centre procedures that arise from their everyday application.
- 1.8 To coordinate and promote the private room hire for the Centre.

#### b. Statistical analysis

- 1.9 To oversee the service delivery data capture by all staff and volunteers via our client management software and other mechanisms (e.g. footfall app).
- 1.10 To flag up to the Finance and Operations Manager, any needs identified in training and support where required/requested by other members of the Centre's team.
- 1.11 Regular data checks to scan and detect gaps and errors.
- 1.12 To assist the Finance and Operations Manager to coordinate the data entry process for client contact, ensuring data capture is completed in a timely manner.

#### c. Service Administration Support

- 1.13 To assist the front office and client service teams to process client contact data.
- 1.14 To assist the front office team to prepare and distribute the monthly Centre activity timetable and related promotional posters to the Centre's clients and volunteers.
- 1.15 To be available as a member of staff to offer front office cover during colleagues' annual leave.

#### d. IT and website coordination

- 1.16 To flag up any IT needs or issues.
- 1.17 To assist with hardware and software changes and upgrades to the Centre's IT systems.
- 1.18 To assist the team with setting up and scheduling on-line meetings.

1.19 To work closely with the Finance and Operations Manager and the Mulberry Macmillan Information and Support Manager to ensure that all elements of the website are up to date, by flagging to the relevant members of the TMC team any changes needed.

**e. Miscellaneous**

1.20 To attend regular team meetings.

1.21 To identify tasks within the role where assistance from volunteers may be required and liaise with the Volunteer Lead to recruit suitable volunteers.

1.22 To induct, train and manage volunteers assisting on Operational tasks.

1.23 To assist in reconfiguring client rooms, offices, garden and/or moving furniture to set up the Centre for different events and activities.

This job description is not intended as a full and detailed range of duties that may be undertaken by the post holder and will be reviewed and developed to reflect the changing needs of the service. Other duties that are commensurate to the grade of the post may be requested from time to time.

## Person specification

### Experience, Knowledge and Qualifications

- ♥ Computer literate with intermediate to advanced understanding of MS Office software packages – Outlook, Word, Excel and PowerPoint.
- ♥ At least 2 years' demonstrable experience in a similar role.
- ♥ Knowledge of Health and Safety requirements at work.
- ♥ Managing busy workload and conflicting priorities.
- ♥ Handling confidential and sensitive information in accordance with the GDPR regulations.
- ♥ Supervision of at least one member of staff or volunteer.
- ♥ A level standard or relevant experience.
- ♥ Contributing to the review of internal policies and procedures.
- ♥ Knowledge of building maintenance.
- ♥ Knowledge of basic office IT equipment and software requirements.
- ♥ Experience of designing and delivering simple training sessions or demonstrations.

### Skills and Abilities

- ♥ Effective verbal and written communication skills when dealing with colleagues, volunteers, and clients.
- ♥ Excellent client service skills.
- ♥ Plan and organise own workload and use own initiative to prioritise a busy workload, effectively switch between a range of activities and meet demanding deadlines.
- ♥ Able to scan and detect gaps and errors in data reports.
- ♥ Keyboard skills to ensure accuracy, speed, and optimum use of functions.
- ♥ Ability to deal calmly with distressing or emotional situations.
- ♥ Initiative to query conflicting information or to clarify as appropriate.
- ♥ Ability to train and motivate volunteers.
- ♥ Ability to work as member of a team and support colleagues across all functions.
- ♥ Ability to undertake occasional minor manual handling tasks.
- ♥ Works without supervision, advice and support available from line manager when required.

### Personal attributes

- ♥ **Committed to the aims and values of The Mulberry Centre:** we expect all staff to uphold and reflect the ethos of the Centre and all its work.
- ♥ **Hardworking:** as a small charity, our success depends on the hard work of all our people.
- ♥ **Creative and resourceful:** Ability to work with limited resources to provide support across all back-office functions.
- ♥ **Practical:** as part of a small team, you will need to have a positive collaborative outlook and the ability to work across the organisation and with external stakeholders to achieve results.
- ♥ **Reliable:** this is a critical post with responsibility for ensuring the smooth operation of the Centre.
- ♥ **Approachable:** an open, friendly approach is critical to the team spirit of our small staff and to be sensitive to the needs of minority and vulnerable groups.
- ♥ **Flexible:** the post holder will need to occasionally work different hours to provide cover for front office functions during colleagues' annual leave.

### Other requirements

- ♥ Willingness to undergo enhanced DBS.

## 4) Working hours, salary and benefits

### Working hours and flexibility

We are looking for someone to work part-time 22.5 hours per week over 4 - 5 days (Monday – Friday). This is an office-based position.

### Salary

£13,200 per annum pro rata (£22,000 FTE).

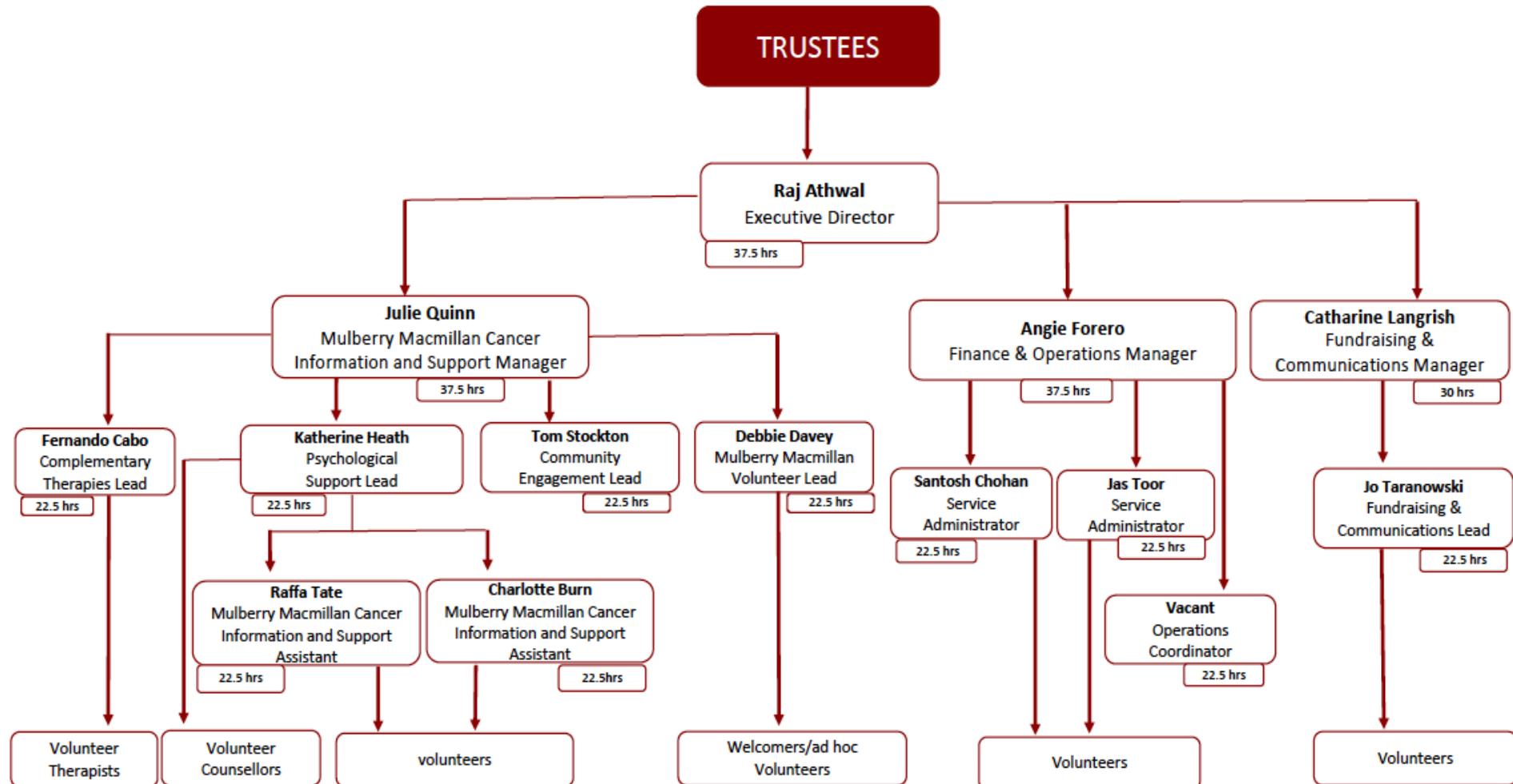
### Annual leave

Holiday entitlement is 25 days holiday per year excluding public and statutory holidays. Holidays will be calculated on a pro-rata basis for part-time workers.

### Pension

6% pension contribution (either into a personal plan or through NEST).

### 5) Organisation Chart



## 6) Timetable and how to apply

Monday 22 <sup>nd</sup> March 2021	Applications open
Monday 26 <sup>th</sup> April 2021	Deadline for applications
Monday 10 <sup>th</sup> May 2021	Interview day*

### How to apply

To apply, please email the following documents to [raj.athwal@themulberrycentre.co.uk](mailto:raj.athwal@themulberrycentre.co.uk) quoting CO, as soon as possible and no later than 12:00pm on Monday 26<sup>th</sup> April 2021.

1. A comprehensive CV
2. A covering letter containing:
  - a. Supporting statement showing evidence of how you meet the personal specification of the role
  - b. Your notice period
  - c. The name, job title, organisation, email address and mobile number of two professional referees. (Please note referees will not be approached without your prior permission.)

Please ensure that you include your mobile phone number and email address in your application. Please contact Raj Athwal (email address above) if you have any queries or if you would like to have an informal conversation about the role.

**Thank you for your interest in this position.**

\*It is intended, Covid-19 restrictions permitting, to have the interview in person. Should there be a need to change to video interview you will be updated at the earliest opportunity.