

Job Advert

Challenging perceptions, changing lives

Job Title: Operations and Admin Coordinator

Organisation: London Gypsies and Travellers (Registered Charity)

Hours: 3 days (21 hours) a week

Salary: £32,500 - 35,000 (pro-rata) depending on skills and experience

Location: Mildmay Community Centre, London, N16 8NA (hybrid role, minimum 50% office-based)

About the role

This Operations & Admin Coordinator role is a diverse and hands-on role, covering a wide range of tasks and responsibilities that are essential to the smooth, efficient running of the organisation.

You will provide day-to-day operational coordination across IT systems, office management, finance administration and HR processes, alongside varied administrative support. Acting as a central point of contact, you will work closely with colleagues, external suppliers and advisors to ensure our working environment, systems, policies and processes are practical, compliant and support staff to do their best work.

The role works with all staff and external suppliers, particularly the Resilience Strategy Lead, Finance Officer, CEO and external IT support providers.

Please review the detailed responsibilities and requirements below for more information about the role.

About you

The role is ideal for someone who is adaptable, organised and enjoys problem-solving and improving systems. You'll be comfortable juggling multiple priorities, communicating clearly with people with different levels of technical knowledge, and working independently while staying connected to a small team.

This is a varied role and we don't expect you to already be an expert in all of the responsibility areas. We welcome applicants with different strengths and backgrounds and there is plenty of scope to learn and develop in the role. We'll support you to do this through supportive line-management, development opportunities and training where needed.

Although solid IT skills and knowledge are essential, this is not a technical specialist role. The emphasis is on coordination and oversight, liaising between colleagues, external advisors and technical support, and following issues and projects through to completion.

About LGT

London Gypsies and Travellers (LGT) challenges social exclusion and discrimination, working for change in partnership with Gypsy and Traveller communities living on council caravan sites, roadside camps, in bricks and mortar housing, and those experiencing homelessness.

We offer accommodation advice and advocacy, family services and a youth mentoring programme that support hundreds of families and individuals each year. Our community development, research, policy work and campaigns are rooted in community involvement and lived experience and aim to create long-term positive change for Gypsies and Travellers across London and an end to the discrimination they face every day.

We are a small, committed and supportive team of 12 staff who seek to live out our organisational values throughout our work: Collaboration, Courage, Empowerment, Inclusivity, Equity, Community.

LGT is an equal opportunity employer and values diversity in its workforce. We strongly encourage applications from Gypsy and Traveller communities

How to apply

Please send us your CV and a cover letter (max 800 words) via the apply button addressing the questions below:

1. Why are you interested in this role with London Gypsies and Travellers?
2. What experience and skills would you bring to the role?

Please refer to the key responsibilities and person specification when preparing your application. Applications without a cover letter will not be considered.

If you have any questions or would like an informal chat about the role, please contact Adam Gardner, Resilience Strategy Lead: agardner@londongandt.org.uk

Closing date: Monday 18 May, 23:30

Interviews: Tuesday 26 May (stage 1), Monday 1 June (potential stage 2)

Please note: Applicants must have the right to work in the UK. For this role we are not accepting CVs or applications via recruitment agencies.

Job purpose

Ensure the smooth, safe and effective day-to-day running of the organisation through:

- operational coordination across IT systems, office management, finance administration, data protection, health and safety and HR processes,
- acting as a key point of contact between staff, external providers and senior leadership, and
- ensuring organisational systems, policies and processes are practical, compliant and fit for purpose.

Key responsibilities

1. **Contracts and procurement.** Manage contracts and agreements with service providers for office premises, IT and other core business requirements (e.g. insurance, mobile phones). Manage office supplies and equipment in line with organisational procurement guidance for value and quality.
2. **IT coordination and systems support.** Act as primary liaison with external IT support and equipment providers to ensure timely troubleshooting, coordinate

routine maintenance, and smooth functioning of IT systems for all staff (hardware, software, phones, printers).

3. **Finance administration.** Support the Finance Officer and CEO in the smooth and timely processing of income and expenditure by keeping track of bills and regular payments, setting up online payments (HMRC, salaries, incoming and outgoing invoices) and ensuring Xero is kept up to date.
4. **Data protection** – Oversee the implementation and ongoing effectiveness of data protection policies and procedures in line with UK data protection legislation. Support staff to understand and meet their data protection responsibilities and work with external advisors and IT providers as needed, promoting a culture of good information governance.
5. **Health and safety** - As Health and Safety lead, coordinate and maintain risk assessments, review and update relevant policies and procedures, support staff training and other tasks as required to foster healthy and safe working environments.
6. **HR systems & staff support.** Coordinate routine reviews and updates to organisational policies and maintain efficient processes for staff timesheets, expenses, annual leave and TOIL requests, identifying and implementing improvements where possible. Maintain records of training and development. Oversee onboarding, set-up and induction of new staff on office and core operational matters, including health and safety and DBS checks.
7. **Risk Management** –Identify and help mitigate operational risks and support the risk committee to follow through on agreed risk mitigations.
8. **Other operational and administrative support.** Support the smooth running of the organisation with other tasks as required e.g. correspondence, internal communications, bookings, organisational memberships, servicing trustee sub-committees, meeting administration and maintenance of organisational records and databases.

Knowledge, skills and experience

Essential

1. Experience in an administrative, operations or support role, ideally in a small organisation or charity.
2. Strong organisational skills, with the ability to manage multiple priorities and deadlines.

3. Working knowledge of common workplace IT systems such as networks, CRM, user devices, cloud-based platforms e.g. Microsoft 365 and telephone systems.
4. Confident IT user with the ability to learn and adapt to new platforms and systems quickly.
5. A solid understanding of data protection principles and practices relevant to small charities handling personal and sensitive data.
6. Confidence liaising between external technical suppliers and non-technical staff.
7. Experience supporting good governance through policies, risk management, health and safety or data protection.
8. Ability to work independently, take initiative and spot issues before they become problems.
9. Sound judgement around risk, escalation and when to seek specialist advice.
10. Commitment to equity, inclusion and community-led work.
11. Clear written and verbal communication skills.
12. Ability to work flexibly to respond to changing needs of the Gypsy and Traveller community and the organisation and to prioritise work within the resources available.

Desirable

13. Experience coordinating or overseeing IT within a small or medium-sized organisation.
14. Familiarity with day-to-day bookkeeping processes and workplace systems, including finance and HR administration such as Xero.
15. Understanding of the role and responsibilities of a Data Protection Officer.
16. Experience onboarding or supporting staff in operational systems
17. Ability to apply health and safety requirements in a proportionate, practical way