Job Description – Operations Coordinator

Job title:	**Operations Coordinator**
Reporting to:	Operations Director, with leadership from Head of Finance for finance elements
Work base:	A hybrid role based in our office in Oxford OX2 Tuesday, Wednesday and Thursday. Home working on Friday
Travel required:	Minimal travel to support events
Salary:	£34,000 – 36,000 FTE, pro-rata 4 days a week & contributory pension scheme
Days worked:	4 days, Tuesday to Friday

The Prison Phoenix Trust

The PPT is the leading expert in meditation and yoga in prisons in the UK and Ireland. Since 1988 we have supported the personal development and rehabilitation of people living in prison through meditation and yoga. We do this with 121 mentoring, group yoga classes, peer support newsletters and resources such as books and DVDs that help people practise yoga and meditation in their cells. We deliver the British Wheel of Yoga's accredited training *Teaching Yoga in Prison*.

A small staff and volunteer team based in Oxford works with a network of self-employed yoga and meditation teachers across the UK and Ireland.

The Role

The Operations Coordinator supports the Operations Director in the smooth running of the office, ensuring effective day-to-day administration and providing support to staff and volunteers. The role combines administrative and financial administration responsibilities, contributing to the efficient operation of the organisation and supporting the delivery of high-quality services.

Working closely with the Operations Director and wider staff team, the Operations Coordinator helps to develop and improve systems and processes, supporting organisational effectiveness and growth. A key aspect of the role is coordinating and supporting the quarterly newsletter despatch.

General Duties

- Prepare and Manage the Newsletter despatch process administration including making sure letters and labels are printed, envelopes prepared and franked, with volunteer support arranged to help with this.
- With guidance from the Operations Director run the office and HR administration, including recruitment.
- Support the operations director in ensuring The PPT is meeting GDPR policy and coordinating annual policy reviews.
- Organise the quarterly trustee meetings and annual Away Day, along with providing administrative support to the Board and new members, including trustee recruitment.
- Enable the CEO, Operations Director and Development Lead to work more effectively by offering personal assistance as required, including arranging meetings and travel.
- Support the Development Lead, yoga team and Mentor Lead with organisation of events, in preparation and on the day. These may be in Oxford or elsewhere.
- Process the post when required, supporting the Mentor Coordinator with prisoner letter administration
- Assist staff with working effectively with their desktop computers, where possible. There is additional professional IT support.
- Take an administrator role for Beacon CRM, support The PPT team with queries and undertake relevant administrator roles.

Office administration

- Lead responsibility for (1) answering the phone; (2) franking letters and resource packages that staff or volunteers have prepared for posting; (3) preparing resources to post (4) sorting the collective email.
- Oversee and maintain office supplies and equipment.
- Coordinate office maintenance and repairs as needed.
- Ensure the office environment is well-organised and conducive to productivity.
- Prepare the office for internal events
- Undertake Fire Marshal duties, including coordinating evacuations and supporting fire safety compliance, full training will be provided.
- Record sick leave and staff training
- Manage recruitment processes including advertising roles, interview timetables and management of applications
- Other tasks at discretion of the Operations Director

Finance administration

- Support the Head of Finance with maintaining donor records, including Gift Aid declarations
- Review and categorise bank transactions in QuickBooks, including filing and uploading supporting documents (receipts, invoices, etc.) and reconciling bank statements to Quickbooks
- Review and process approved supplier invoices for payment in the bank and record on Quickbooks
- Generate and download payment reports from fundraising / payment platforms (Just Giving, CAF donate, Stripe, etc.) and record in Quickbooks, updating CRM (Beacon) with new regular and one off donation payments
- Process & record income received via CAF vouchers & other sources (Square, Benevity, Festive Card sales etc.)
- Monitor bank balances and make transfers between savings and current accounts to ensure:
    - The PPT has sufficient funds available in its current account to meet upcoming payment needs
    - And The PPT can earn interest income on surplus funds held in Savings accounts
- Banking cheques and cash
- Support the Head of Finance with invoicing prisons and other organisations
- Deputise for Head of Finance to cover payroll as required
- Assist with Gift Aid record-keeping and processing claims
- Support the Head of Finance with other ad hoc tasks as required to meet organizational needs

Person Specification

Essential	**Desirable**
Skills and experience	
Strong administrative, organisational and numerical skills, with excellent attention to detail.	Relevant administration, bookkeeping or finance qualification.

Confident using Microsoft Office, spreadsheets and databases, with the ability to maintain accurate records, manage information and produce reports.	Experience using QuickBooks, Beacon CRM and online fundraising platforms.
Experience in an administrative or office support role, including processing financial transactions, invoices and payments.	Experience of bank reconciliations, payroll, Gift Aid or charity finance processes.
Experience coordinating event and meetings	Experience supporting trustees and volunteers
Communication and teamwork	
Clear, professional communication skills and a friendly, approachable manner.	Experience working in a small charity
Ability to work collaboratively, build positive relationships and provide support across different areas of an organisation.	
Personal qualities	
Highly organised, reliable and methodical, with the ability to manage competing priorities and meet deadlines.	Interest in the charity's work and its impact on people in prison.
Trustworthy and discreet when handling confidential and sensitive information.	Interest in yoga, meditation or contemplative practices.

Practical, proactive and solutions-focused, with the ability to use initiative and adapt to changing needs. Calm, flexible and supportive, with a commitment to accuracy and high standards.	

Terms and Conditions

- 4 days a week
  Starting range £34,000 – £36,000 FTE, pro-rata 4 days a week & contributory pension scheme.
- Supporting events outside of working hours is compensated by time off in lieu.
- Paid leave: Staff are entitled to 20 days annual leave per year, plus bank holidays, pro rata for part time roles. In addition, staff are entitled to leave on any normal working days falling between Boxing Day and New Year's Day.
- Pension: The charity operates a contributory pension scheme.

Applications due by midnight, Monday 23rd November. To apply send a CV and covering letter, explaining how you meet the person specification, to **recruitment@theppt.org.uk** Interviews will take place on Thursday 3 December.

This job description does not form part of the contract of employment and is subject to change in accordance with the needs of the organisation. The post holder will work at all time in a way which is consistent with the organisation's commitment to equality and opportunity.
The PPT operates an equal opportunities policy.