



high

trees

Job Pack

OPERATIONS ADMINISTRATOR

Welcome to High Trees!

High Trees Community Development Trust was established by residents in 1998 to serve the needs of the local community in Tulse Hill. We were set up by local residents from St. Martins' Housing estate, who campaigned to bring the recently closed public library into community ownership.

Since then, High Trees has grown into a multidisciplinary charity. We continue to stay true to our founding vision, to deliver impactful services focusing on the needs of the local community.

Our 5 cornerstone support areas provide integrated services in:

- **Community Education & Training:** We specialise in delivering basic skills training to provide individuals with the skills they need for work and life, including ESOL, functional skills, ICT and vocational courses.
- **Children, Young People & Families:** Running the Tulse Hill Adventure Playground and working on the basis of early intervention, we deliver a range of services focused on play, study, coaching and social action aimed at improving the aspirations and well-being of children and young people.
- **Employment & Careers:** We provide bespoke one-to-one employment support with experienced advisers who are experts in helping those with multiple barriers find work.
- **Research & Development:** Focusing on our partnerships, community-based research and sector capacity building support, our Research & Development team work across all services, teams and wider Lambeth to develop collaborative working practices and strengthen the sector.
- **Community Action:** We have embedded Community Organising within the locality to nurture and capacity build individuals and community groups to develop advocacy skills and empower them to take collective community action on issues that affect them, whilst also improving representation in decision making.

High Trees strives to ensure our services remain firmly rooted in the local community, responsive to and driven by local need and always delivered in the spirit of partnership and collaboration.

OPERATIONS ADMINISTRATOR

Job Description

Salary	£25,000 - £30,000
Hours	Full-Time or Part-Time (35 hours or 21 hours per week)
Location	High Trees, 220 Upper Tulse Hill, London SW2 2NS Please note that this role requires full-time office-based working.
Reporting to	Head of Operations

High Trees are a charity working across 5 thematic service delivery areas and teams (Education and Training, Employment and Careers, Children Young People and Families, Community Action and Research and Sector Support). All our work is held together by our Operations team, who provide the support and structure that allows all of our service delivery to take place and ensures High Trees as an organisation functions.

We are seeking a skilled Operations Administrator, providing general support across the organisation as a whole, but predominantly working with our Operations team and Co-CEOs to ensure that High Trees remains an effective organisation, able to make the most impact for our beneficiaries. This is a varied and rewarding role which will allow you to build your skills and understanding of how charities operate day-to-day as well as contribute to our governance and strategic ambitions. Your remit will include general office administration; including the admin needed to efficiently manage our offices and community buildings, ensuring our organisational policies and processes are routinely reviewed, updated and implemented; assisting with events; and supporting our governance processes.

You will also carry out the administrative HR functions for High Trees, inducting new staff, maintaining our records on our HR software, facilitating all staff to carry out our mandatory training and helping with the administration of our recruitment processes. You will work with the teams to ensure compliance with our HR policies, procedures and HR paperwork.

ROLE OVERVIEW

- General office administration ensuring our offices and teams run smoothly.
- Maintaining our policies and procedures register, working with various teams and managers to ensure our organisation's policies and procedures are regularly reviewed and updated.
- Supporting our governance and recruitment processes including minute taking, helping induct new staff and trustees.
- Carry out all HR administration including induction and training.
- Lead on periodic events that we run at High Trees, whether this be for our staff or community events to celebrate and showcase our work.



PERSON SPECIFICATION

The person specification is an idea of the skills, knowledge and experience required to carry out the job. It will be used in the short listing and interview process for this post. Applicants who possess the essential requirements but not the desirable requirements should not be discouraged from applying.

Essential

- Minimum of 1 years' experience of administration
- Must possess excellent literacy, numeracy and IT skills, capable of mastering new systems as needed
- Must be a good communicator and have excellent attention to detail
- Eager to learn and develop
- Able to adapt and be flexible to meet the Charity's needs

Desirable

- Experience working within a charity or community setting
- Previous experience working to develop policies

HOW TO APPLY

Please send a completed CV, covering letter (no more than 2 pages explaining how you meet the key accountabilities and the personal specification), the applicant monitoring form and the additional information form to admin@high-trees.org with 'Operations Administrator' in the subject line.

All applications must be received by 4th June 2024 at 11:59pm.

QUERIES

If you have any questions about the role or High Trees, please contact: admin@high-trees.org

Working at High Trees

We know our staff are our biggest asset and our biggest investment. Our small yet dynamic staff team of 30 have come to High Trees through a variety of paths; some have a long track record of work in the sector, others have brought in skills learned elsewhere and some have joined our staff through using our services. All share a passion for the work we do and a commitment to ensure our impact is meaningful for those we work with.

All our staff are supported to grow and develop through regular one-to-ones with their manager, a programme of organisation wide and individual CPD. They are given the opportunity to contribute to the work of the organisation as a whole rather than focused solely on the work of their team. We're proud of the fact that over 50% of our Management Team have been promoted from within our organisation.

Employee Benefits

- 35 days annual leave (inclusive of bank holidays and 3 Christmas days) rising by 1 day each year after 2 years' service (capped at an additional 8 days)
- Enhanced maternity/paternity/adoption leave after 2 years' service
- Save money off a new bike with the Cycle to Work scheme
- Up to 7% contribution to the staff pension scheme
- 24/7 Employee Support Line
- Clear pay structure with yearly increments (based on performance)
- Annual Staff away day
- Premium eye-care vouchers through Specsavers and season ticket loans

We know that if you're considering a role at High Trees, you are primarily driven by a desire to make impactful change and we hope you will consider joining our team.

