



**CHARGING UP CHANGE!**

**COMPANY OPERATIONS  
OFFICER**

**JOB DESCRIPTION & SPECIFICATION**

DEADLINE: 1st March 2023 (1PM)



# COMPANY OPERATIONS OFFICER

## JOB SUMMARY

**Deadline:** 1st March 2023 (1pm)

**Application Form:**

<https://talent.sage.hr/jobs/0f1ef4c1-df01-449d-88d8-2f1cbee38c3b>

<b>ROLE</b>	Company Operations Officer
<b>REPORTING TO</b>	Office Manager
<b>RESPONSIBLE FOR</b>	Volunteers/Interns
<b>SALARY</b>	£22,755 - £24,378 (Grade 3.4 – Grade 4.8) pro rata
<b>HOURS</b>	32 hours per week
<b>DURATION OF CONTRACT</b>	3 years
<b>TIMESCALE</b>	Immediate start
<b>BASED</b>	PBC HQ – West Bromwich
<b>ROLES AVAILABLE</b>	1
<b>SUMMARY</b>	To support the Office Manager and second Company Operations Officer with the smooth running of the Office, maintain office procedures, drive effectiveness and communication between departments, and overseeing administrative support to the organisation and services.

# WHO WE ARE

**POWERING CHILDREN, YOUNG PEOPLE  
& YOUNG ADULTS TO CHARGE UP  
CHANGE!**



# OUR STORY

## How we got here....

Powered by CAN works with children, young people and young adults across the Black Country and the wider Midlands region. Powered by CAN was created, built and developed in Sandwell, and we want to empower young people from the region to feel the same pride and purpose for their community as we do.

Children, Young People & Young Adults are at the heart of everything we do, and we make sure that we always put them first by ensuring we always do the following:

- Champion their rights to co-design, co-create and co-produce and make their voices heard.
- Encourage leadership pathways for their views and voice to be present their local community.
- Kick starting personal and professional development through a wider offer of experiences

We believe in providing opportunities for children, young people & young adults and we want to support them to thrive and contribute at every stage of their lives, for a fairer future.

## HARNESSING YOUR... POWER, POTENTIAL, PROGRESS



# OUR VISION

## How we can work together to make a difference...

We want to power up children, young people & young adults to live with pride, purpose and prepared to make positive life choices.

# OUR MISSION

## How we can make the change...

Powering children, young people & young adults to lead the change they want to see through the delivery of services, opportunities & experiences to contribute at every stage of their lives, for a fairer future.

# OUR VALUES

## These are at the centre of everything we do...

**CARE**

**CHALLENGE**

**COMMITMENT**

**COLLABORATION**

**CREATIVE**

**COMMUNITY**



# OUR SERVICES



CIVIC CHANGE,  
**ARTS & CULTURE**

Celebrating culture & civic responsibility through confidence, creativity & connecting with others...



PHYSICAL ACTIVITY, **PLAY**  
& PUBLIC HEALTH

Promoting positive lifestyles and empowering people through participation...



MENTAL HEALTH,  
**WELLBEING**  
& RESILIENCE

Taking the time to talk, tackle & transform into our true selves...



EMPLOYMENT,  
**EDUCATION**  
& ENTERPRISE

Always aiming high, aspiring to achieve & Accelerating your ambitions ...



# OUR OBJECTIVES

1

## Pride of Place!

To develop collective understanding and knowledge on the identity of place to strength the services that are relevant to meet the needs of children, young people & young adults.

2

## Positive Programmes & Principles!

To deliver ambitious and high quality opportunities and experiences for children, young people & young adults to strengthen best practice for the sector to meet soft, hard and transferable skills.

3

## Powering Participants & People!

To build on the strengthens and needs of children, young people & young adults to thrive and be resilient into adulthood.

4

## Pushing Performance & Policy!

To influence policy and investment to prioritise services for children, young people & young adults.

5

## Playing our Part!

To ensure our workforce, volunteers, board, volunteers are dynamic, diverse and driven to be reputable, responsive and represent a rights based approach for people and place.





“

**We are powered both by where we have come from  
and the positive energy moving forward with a ‘CAN’  
do attitude.**

**We hope everyone we work with will be able to  
power up change!**

”

CEO - Jerrel Jackson FRSA MloD MA BA







# COMPANY OPERATIONS OFFICER

## DUTIES & RESPONSIBILITIES

### Thematic Duties

- To maintain effective information management systems.
- To effectively monitor and evaluate service data collection and inputting.
- To support the efficient running of the office space and ensure that day-to-day administrative duties are carried out, including answering the telephone, taking messages, fielding information, ordering and receiving of goods etc,
- To assist with company correspondence (including phone calls, emails, letters and packages)
- To assist with managing inventory and replenish stock when required.
- Assist with the Internal Recruitment process (including processing DBS's)
- Liaising with essential services/ subscriptions/ contracts (such as security, general maintenance, record keeping, waste and, heating and water billing, WiFi and General IT/Tech) when issues arise.
- Compiling documents, spreadsheets and presentations at request of the Administration team and/or senior management team
- To undertake monthly/bi-monthly auditing for areas such as; Employee HR Documents, Company Assets and Company documentation.
- To help coordinate team events, training sessions, travel and overnight accommodation where necessary.

# DUTIES & RESPONSIBILITIES

- Assist with the coordination of office activities to ensure compliance to company policies and procedures.
- Keep important databases of contacts up to date and establish/maintain relationships with key stakeholders on behalf of senior management.
- To oversee the internal meetings calendar, Internal training and event days of services.
- To conduct various pieces of research and information gathering upon request.
- To maintain and develop effective systems for Human Resource Documents, financial and organisational documents.
- To provide and oversee the administrative support for the Services at CAN, such as screening emails, monitoring emails from our general inbox, sorting travel and accommodation etc in a timely manner
- To organise meetings and attend if requires to take meeting minutes.
- Ad-hoc secretarial duties where required to departments and coordinators.
- To assist with petty cash, company expense cards and internal purchase orders. Making payments when necessary.
- To review important document for grammatical errors and making amendments where necessary.



# COMPANY OPERATIONS OFFICER

## PERSON SPECIFICATION

### Essential

- You will have excellent commitment towards supporting the development of the organisation.
- You have excellent written communication skills.
- You manage your time very effectively
- You have experience of producing clear, well-structured minutes and actions from senior level meetings.
- You have great attention to detail.
- You communicate clearly, succinctly and correctly.
- You have a strong knowledge of Microsoft Office applications, including Excel and Word.
- You can build good relationships with people over the phone and face to face.
- You naturally plan activities well in advance and take account of possible changes.
- You are discreet, and are able to handle, manage and keep confidential information.
- You work effectively independently and as part of a team.
- You will adhere to the policies and procedures of the organisation.
- You are committed to equality, equity, diversity and inclusion in and out of work.

# COMPANY OPERATIONS OFFICER

## PERSON SPECIFICATION

### Desirable

- You will have a minimum of 6 months - 1 year of applying these skills in administration or project management.
- You have experience with Diary Management.
- You will have a working knowledge of services for children and young people.
- You will have a working knowledge of not-for-profit organisations.
- You have access or own your own vehicle.



# FURTHER INFORMATION

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Application Form:

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Application Process:

Stage 1 – Informal 30/60 minute conversation

Stage 2 – Formal Interview (including Presentation or Practical)

Contact Information:

[jobs@poweredbycan.org](mailto:jobs@poweredbycan.org) or 0121 530 8451

DBS and Reference

This role is subject to a clear enhanced DBS and satisfactory Employment/Character references.

Please note we are currently using a new application system, so if you face any technical difficulties please email [jobs@poweredbycan.org](mailto:jobs@poweredbycan.org)

