

The Margins Project

Union Chapel Offices, 19b Compton Terrace, London N1 2UN
020 7704 9050 | margins@unionchapel.org.uk | www.unionchapel.org.uk



Job Description

Role: Office Coordinator

Responsible to: Director

Hours: 22.5 hours per week, with flexibility to work across 3-5 days (including attending occasional board meetings / events outside normal office hours)

Salary: £16,200 per year (£27,000 pro rata)

Annual leave: 14 days per year (23 days pro rata)

About the organisation

The Margins Project is here for people facing homelessness. We believe that everyone deserves an opportunity to flourish and realise their potential, and find a place of dignity in society. We empower people to gain the knowledge, resilience and self-confidence to break the cycle of homelessness.

The Margins Project offer an in-depth programme of supported employment, personal development, and housing support; tailored to the individual. This includes paid employment in our commercial kitchen at Union Chapel, personalised housing support, as well as food, shelter, and other essentials. Working together with Margins, people facing homelessness achieve significant improvements in their employment prospects, wellbeing, and housing situation.

Our values:

- Inclusion: We strive to support people whom other agencies do not.
- Personal: We tailor our work to the individuals we work with, providing in-depth support that has a meaningful impact for them.
- Empowerment: We provide people with the time, tools and opportunities to realise their potential and succeed in their own right.
- Quality: We are a team of specialists who aim high, because people facing homelessness have a right to be supported by experts.

About the role

Our Office Coordinator is the hub of the organisation. You'll coordinate with service users, staff and volunteers to ensure the organisation runs smoothly on a day-to-day basis. And you'll work in close partnership with the Director and the board of trustees, to ensure that our strategy is fulfilled successfully.

Key accountabilities	Key elements/Tasks	% of Time
Governance support	<ul style="list-style-type: none">• Manage filings and communications with regulatory bodies such as the Charity Commission• Attend and participate in board / management team meetings, and other ad hoc meetings when necessary• Taking board meeting minutes including accurate information regarding decision making as required by Charity Commission• Prepare, print and circulate papers for board meetings and support sub committees as required.	35

Key accountabilities	Key elements/Tasks	% of Time
	<ul style="list-style-type: none"> Assist Director and Board in coordinating organisational change Facilitate decision-making by providing and collating information as required Assist the Director in coordinating business plan implementation Coordinating items to be approved by Director or Board, e.g. purchase orders, expenses, holiday requests Maintain confidentiality of official-sensitive information 	
HR administration	<ul style="list-style-type: none"> Provide administration support in the recruitment and induction of new staff and volunteers. Track and coordinate DBS checks Track and arrange staff and volunteer training Coordinate staff performance goals, personal development plans, and appraisals, and ensure accurate records are kept Organise internal away days, and other activities as required Track and coordinate DSE Risk Assessments Ensure all HR related forms and policies are available for all staff, and update such documents as required Maintain accurate records of all staff and volunteers Maintain accurate staff rotas 	10
Process coordination and improvement	<ul style="list-style-type: none"> Coordinate development and implementation of new processes as required Regularly review administrative processes Induct new staff on relevant processes Ensure efficient systems are in place for the management of information and communication within the organisation Produce and maintain risk assessments as necessary Maintain accurate records of comments, complements and complaints 	10
Volunteer management	<ul style="list-style-type: none"> Recruit, support, and line manage a team of administration volunteers 	10
Office administration	<ul style="list-style-type: none"> Arrange meetings, including room bookings, ICT equipment, papers, and refreshments Take minutes at meetings, circulate minutes, and track progress on actions Document drafting, proofing, formatting, processing, filing, and disposal Liaise with Kitchen Manager to administer catering bookings 	10
Communications	<ul style="list-style-type: none"> Maintain enquiries mailbox and respond as appropriate Communicate on behalf of the organisation, and on behalf of the Director, as required Collate and circulate newsletters 	5

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Key accountabilities	Key elements/Tasks	% of Time
	<ul style="list-style-type: none"> Maintain a positive and friendly organisational image by acting as the first line of contact to visitors and customers - in person, online, and via telephone. Answer phone calls and transfer them as necessary Check and respond to answerphone messages 	
Finance	<ul style="list-style-type: none"> Manage budget for specific central office costs, ensuring that spend is closely monitored and accurately recorded, within budget, is cost-effective and provides good value for money 	5
Supplier coordination and procurement	<ul style="list-style-type: none"> Coordinate equipment/supplier selection, procurement, and contract negotiations as required Maintain a good working relationship with ICT support contractors, ensuring that ICT continues uninterrupted Ensure ICT equipment is up to date and fit for purpose 	5
Events	<ul style="list-style-type: none"> Plan and arrange events, including organising catering and managing event budget Work flexibly when required to ensure smooth running of events, including occasional early morning / late evening / weekend shifts Attend external events when requested 	5
Other	<ul style="list-style-type: none"> Cover for colleagues as appropriate, e.g. covering reception, ordering stationary, managing social media accounts Coordinate tasks related to staff birthdays, work anniversaries and staff awards Any other duties which may from time to time arise and are appropriate to the post. 	5

Person Specification

- Organisational competencies including forward planning and scheduling, time management, attention to detail, record keeping, prioritisation, and working upon own initiative without supervision
- Communication, customer service, influencing and relationship management skills
- Able to maintain confidentiality of official-sensitive information
- An understanding of GDPR legislation
- Emotional intelligence and ability to empathise with others
- ICT literacy, including proficiency with Microsoft office programs
- Understanding of the importance of equality, diversity and inclusion
- Experience of managing and developing teams of volunteers, including recruitment, motivation, training, mentoring, and performance management.
- Experience of budget management and financial planning
- Problem-solving skills