



BRAVEHOUND

OPERATIONS CO-ORDINATOR

JOB DESCRIPTION

Operations Co-ordinator ~ (full time – 35hrs per week) ~ £21,000 – 25,000 pro rata

MAIN PURPOSES OF JOB

Assisting director, providing administrative support and other tasks as required

KEY TASKS - OBJECTIVES

- Coordinating activity programmes and projects, ensuring all related monitoring and administrative tasks are fulfilled
- Help support a robust data collection and reporting on service impact.
- Ensuring organisational administrative records are maintained, equipment is in place and delivered and the dog/veteran team have been assigned a trainer and sessions they are able to attend
- Ensuring charity's policies are up to date and reviewed as and when required
- Ensuring dog training database (PAWS) is maintained and kept up to date
- Liaising with BRAVEHOUND Head of Training and dog trainers regularly to ensure that records on dog welfare, vet registration and any other ancillary issues are recorded in PAWS
- Ensuring all paperwork at each stage of the programme is completed and in place
- Social Media – assisting with collation and publishing of social media posts
- Updating Director at weekly intervals
- Representing the charity as and when required
- Other tasks as required

ESSENTIAL SKILLS - EXPERIENCE

- Strong organisational skills and the ability to complete tasks within a structured work plan with minimal supervision and direction
- Management experience and experience of supporting project work
- Managing electronic documents in a well-ordered filing system, ensuring appropriate processes are in place to maintain secure record keeping and data protection.
- Experience of Database use and willingness to learn other applications
- Proven IT skills including use of Microsoft Outlook, Word, and Excel
- Lead on engaging internal and external stakeholders as part of a collaborative approach to delivering our service
- Work proactively with key partners to ensure funding opportunities are maximised
- Understanding of charity finance and experience of fundraising
- Specialist knowledge of developing service protocols, safeguarding and supporting vulnerable adults

DESIRABLE APTITUDES

- Highly developed and effective interpersonal and communication skills
- Commitment to high quality service and efficiency in all aspects of the organisation's operations.
- Experience of working in veteran welfare sector
- Experience of responding to crisis situations
- Writing clearly and succinctly, in a well-structured and logical way
- Decision making skills and willingness to take responsibility
- Must be a self-starter and able to work on initiative
- Ability to be positive and ensure a high standard of professional conduct is always maintained for BRAVEHOUND
- Accepting and tackling work goals with enthusiasm and demonstrating a strong work ethic
- Ability to be flexible and juggle a range of different tasks whilst adhering to efficient timescales
- A willingness to learn new skills and organisational working systems
- Ability to be accountable and use initiative
- Ability to work both alone and as part of a team

NECESSARY | DESIRABLE QUALIFICATIONS

- Full driving licence
- Mental Health First Aid
- Awareness of Veteran Needs (PTSD awareness)

RESPONSIBLE FOR EQUIPMENT

- Company laptop
- Company mobile
- Access to company vehicle

REPORTING TO

- Director