

# WE'RE SEEKING AN **OFFICE COORDINATOR**

If you're detail orientated and highly organised, but want to use these skills to make a difference to the lives of young people then we'd love to hear from you!



**JOIN US IN THIS NEW ROLE!**

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Matrix | Allen House Pavilion, Guildford, Surrey | 01483 574900

Dear Applicant,

Thanks for your interest in joining the Matrix Family.

### **Why Matrix?**

We're a fun team who work hard to achieve the aim of catalysing change for young people across Guildford Borough. We're passionate about building long-term relationships and providing activities within schools and the community that nurture, inspire, connect and empower young people, helping them make the most of their lives. Right now, we are responding to the needs of young people by consolidating our established projects and continuing to develop new ones as the need arises. We're looking to add to our team with passionate people who are keen to invest for the long-term, willing to put in the energy needed to make a tangible difference.

### **Why Guildford?**

Guildford may seem to want for little on the surface, but that doesn't mean there's no need! With two years of social isolation imposed by the pandemic and the rise in the cost of living that's followed, young people are facing greater challenges than ever before. From mental health issues to a loss of opportunities for developing essential skills, young people across Guildford are struggling and we're part of the solution! Most years we work with over 500 young people on a regular basis, providing in-depth support for a whole range of needs, and work with another 1000 plus young people across a range of activities and provision. Why not take a look at our latest newsletter online to read some of our young people's stories?

### **Where does this role fit?**

This is a new role at Matrix and falls within our Support Team. As the name suggests, this team is responsible for the admin work involved in helping a small charity like ours to run smoothly, ensuring we do things well not just on the frontline but behind the scenes too. This work is essential to the organisation, creating and maintaining the systems and processes needed for the wider team, and particularly our Delivery Team, to make the maximum difference to young people across Guildford.

### **Come and join the adventure!**

Thanks again for taking time to look at our vacancies and I hope that you consider applying to become part of our growing team.

Kind regards,



Dan Setterfield, CEO



# OFFICE COORDINATOR

## OVERVIEW

Matrix are a Christian organisation that deliver essential youth work to young people, from all walks of life, in schools & communities across Guildford Borough.

**We're excited to offer a new position as an Office Coordinator to join our Support Team.**

*As an evolving and growing charity we require someone with excellent organisational skills and attention to detail to maintain our current administrative systems and process to the same high standard we strive for across the charity.*

**Hours: 22.5 hours per week | Salary: £22,000 - £26,000 pro rata (depending on experience)**

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# Role Description Office Coordinator

*This is a brand new role that would suit an organised and detail oriented individual who wishes to use these skills to support vulnerable young people across Guildford Borough.*

## **What would I be doing?**

The role of Office Coordinator is essential to the efficient and effective day-to-day work of the organisation, ensuring the team are well equipped to successfully carry out their roles and helping the organisation to support the optimum number of young people to the highest possible quality. Whilst you will have specific areas of responsibility (see below), you will also be expected to contribute towards the wider vision of Matrix Trust, as appropriate.

## **What do we expect from you?**

You will be expected to maintain the systems and processes currently in place, supporting the Board of Trustees, SLT and wider team to deliver their roles effectively. The post holder will be hard-working, effective at managing a large and varied workload and a team player. There are two key areas of responsibility:

### **1) Office and Building Support**

- Maintain and, where necessary improve, office systems.
- Proactively ensure the building is clean, tidy and maintained to a high standard, liaising with SLT and external contractors where necessary to achieve this.
- Proactively purchase and restock office, cleaning and hygiene resources, ensuring a ready supply at all times.
- Proactively purchase and restock staff refreshments, ensuring a ready supply at all times.
- Proactively ensure physical and digital notice boards are kept up-to-date.
- Proactively ensure digital team calendars are kept up-to-date.
- Support the team in utilising the GSuite and printing facilities.
- Act as the first point of contact for all internal and external queries, ensuring that emails, phone messages and postal enquiries are responded to promptly.
- Support the Head of Operations in their role as Senior Fire Marshall, Health and Safety Officer, and Data Protection Officer.
- Prepare rooms for team meetings and events, as required.
- Support the wider team with occasional administrative tasks, as required.
- Provide occasional administrative support to the Board of Trustees and SLT, as required.

## **2) Human Resources Support**

- Utilising our HR database, maintain accurate, organised and confidential HR records.
- Liaising with Line Managers, administer the annual leave and sickness process.
- Liaising with the Designated Safeguarding Lead, administer the DBS process.
- Support Head of Operations by administering the recruitment and induction processes.
- Support Head of Operations by administering the team performance processes, including probations and appraisals.
- Coordinate and book staff training, ensuring all regulatory requirements are met.

## **Team Expectations**

Matrix is a small, established, but fast evolving and growing charity and there is therefore an expectation on all staff to be proactive and a fully-invested team player, supporting others in their busier seasons and the charity as a whole across the year.

The team are predominantly practising Christians, working from within the Christian ethos. We pray together regularly as a team, and encourage all team members to participate in these times.

### **We expect you to:**

- Fit in with our core values, to be: positive, relational, innovative, collaborative and fun.
- Be committed to and passionate about the mission to catalyse change in young people's lives.
- Be a pro-active member of the Matrix team and get involved in projects which benefit the mission of Matrix (e.g. fundraising activities/events).
- Work across agencies and Matrix teams.

This role is office-based, however occasional home-working may be arranged with your Matrix line manager. Due to the nature of the charity and role, you may be expected to work occasional evenings or weekends to support the wider work of the charity.

### **What we offer you:**

- Five weeks paid holiday, plus bank holidays. This will increase with length of service.
- Additional paid leave when the office shuts between Christmas and New Year.
- Training that develops your skill base (as needed).
- Flexible working arrangements, where possible.
- A nurturing and supportive team.
- A staff discount in the Hideaway Café.

**Hours: Part-Time, 22.5 hours per week (flexible but ideally spread across five days)**

**Salary: £22,000 - £26,000 pro rata (depending on experience)**

# Who are we looking for?

## ESSENTIAL

- Able to follow instructions and work well within pre-set boundaries.
- Confident using own initiative and working independently.
- Experience of administering office and operational systems.
- Experience of administering HR processes.
- Experience liaising with external contractors and organisations.
- Excellent phone manner.
- Highly organised and logical, with an eye for detail.
- Comfortable working within a fast-paced environment, able to prioritise and respond flexibly to a mixture of needs as they arise.
- Approachable and able to relate to staff, volunteers and other Matrix stakeholders in a friendly and professional manner.
- A fast learner and problem solver, with a 'can do' attitude.
- Excellent IT skills.
- Educated to A Level (or equivalent), with a minimum of grade C in English and Maths GCSE.
- Agrees with, and is able to support the ethos of the Matrix Trust.

## DESIRABLE

- Familiar with the GDPR.
- Familiar with current HR practices and legislation.
- Educated to degree level, preferably in a related field.
- Experience of working within a charity and with a Board of Trustees.
- Experience of building maintenance.
- Experience of working with young people.
- Familiar with GSuite.
- Familiar with BreatheHR.
- Comfortable developing new processes, as required.



# JOIN OUR GROWING TEAM!

## HOW TO APPLY

To apply for this post, you just need to do 2 things:

1. Complete our **Application Form**
2. Email it to **[hr@matrixtrust.com](mailto:hr@matrixtrust.com)**

Any questions, just give Tim a call: 01483 574900

**All applications for this role must be in by:**

**12:00 on Wednesday 3rd April**

**Start date: ASAP**

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