



Operations Coordinator



About Us

Home-Start Southwark has been providing targeted early intervention for vulnerable children and families for 30 years. For the last 4 years we have been developing a much-needed programme in Lewisham and now deliver support across both boroughs.



Our Mission

We provide emotional and practical support to families who are having difficulties managing parenting for a variety of different reasons. We help the parents to create happier lives for their children.

Our Approach

Most parents would agree that being a parent, wherever you live, whatever your circumstances, isn't always easy. Combine that with additional pressures such as illness or financial worries, and without the support of family and friends, the pressures can seem overwhelming. Our approach is simple, but it works! We provide trained volunteers to help any parent, with at least one child under five, who is finding it hard to cope.

2024/2025 Performance

We supported

285

Families

of which

144 Parent &

234 Children

in **Lewisham**

including

370

Parents and

522

Children

We supported

83

Active Volunteers
who provided...

10,200 hrs

of family
support

What We Do

Home-Start Southwark works with families who are pregnant or have children under 5. Our core work is to provide weekly support from a trained peer volunteer or worker empowering families to make changes to improve their lives. The way we support families has relationships at its core – we believe, and our work proves, that the confidence and resilience gained by having someone standing alongside you offering encouragement and support, can make a huge difference to parents and children. Being a parent is difficult regardless of circumstances and many of our families are facing several additional challenges.

Our work is responsive to the community we serve and at times evolves to include groups, events, parenting programmes and specific strands of work such as our current projects; Bump to Babe, Big Hopes Big Future, Being Together and REAL.

Families start their journey with a referral, and then meet one of the Family Support team to discuss their strengths, areas for support and agree what they would like to work on with us. This really varies, and can include support with early learning, play, accessing services and activities in the community, emotional support to build confidence and resilience, and help with form-filling and budgeting.

A family is then matched with a carefully selected volunteer or worker who visits them for around two hours a week. Depending on the families needs and the projects and activities we're working on together, this could be for 6-12 months, or shorter more targeted work. The support is reviewed regularly, and adapted based on the family's evolving circumstances. Parents tell us that support from Home-Start is different from other services, that they feel they can be open and are not judged.

About The Role

Job title: Operations Coordinator

Employer: Home-Start Southwark

Location: SE London (Southwark and Lewisham, with an office base at SE1)

Application deadline: Sunday 9th November 2025

Interview dates: 13th - 17th November (please let us know on applying if you cannot be available on these dates)

Start date: ASAP

Salary: £29,000 - £31,000 per annum, pro rata

Contract type: Fixed term until March 2027

Hours of work: 30 hrs/week across 4-5 working days 9-5, with Friday as a required working day

Responsible to: CEO

About The Role

Benefits:

- generous annual leave allowance (25 days + 8 bank holidays + 4 concessionary days - FTE, pro-rated if working part-time)
- pension scheme - 3% employer contribution
- DAS employee assistance programme
- training and development opportunities
- eye test voucher

Our ambition is to continue to develop outstanding services that meet the needs of our community; if you want to be part of our future, we would love to meet you to discuss this further.

For an informal discussion about this opportunity, please email info@homestartsouthwark.org.uk including your mobile number and best times to call and **Becca Jones** will be in touch.

Please apply with a CV and no more than 2 A4 pages outlining why you are interested and how you demonstrate the competencies and behaviours outlined in the Person Specification; we are interested in your lived experience as well as any voluntary or employed positions you have held.

Please send your application documents to info@homestartsouthwark.org.uk

Job Description

Vision: Home-Start believes every parent should have the support they need to give their children the best possible start in life.

Main purpose of job: To support Home-Start Southwark's administrative and operations functions, enabling us to provide the best possible support to families with children under 5 in Southwark and Lewisham.

Duties and Key Responsibilities:

Administration:

- To act as a first point of contact for all enquiries to HSS via phone, email and social media channels, and provide day-to-day oversight of these systems and their coverage.
- To lead on ensuring resources required by the team are ordered, stocked, inventoried, and re-stocked as required, including at our external storage units.
- To maintain shared calendar systems, ensuring key deadlines and events are monitored, prepared for and communicated to others.
- To service meetings as required by the team and Board of Trustees.
- To provide administrative support to the CEO and Team Manager in relation to essential policies and procedures, their review and distribution.
- To work alongside the team to represent HSS at external fundraising, promotional and outreach events.
- To support our volunteering programme, undertaking administrative tasks linked to volunteer recruitment, records and events, including developing and delegating tasks to admin volunteers where appropriate.
- To support health & safety systems and processes in-house and at HSS events ensuring best practice is in place.
- To manage and maintain office equipment in line with organisational needs.

Job Description

continued

- **Finance:**

- To support the Senior Finance and Operations Officer with delegated responsibilities in relation to payment of invoices, expenses, gift-aid and record-keeping in relation to expenditure and income.
- To maintain subscriptions and accounts with external providers and associated payments.

- **IT/data:**

- To maintain the HSS Shared Drive on Microsoft 365, set up new user accounts, and support the team with low-level IT trouble-shooting.
- To act as an Administrator on our CRM database system, Charity Log, producing reports as required and supporting the team to ensure data entry meets the requirements of the service.
- To take on delegated responsibilities in relation to GDPR and information security, including timely anonymisation of records in line with law and policy.

- **Marketing/ Communications:**

- To lead on the day-to-day administration of our website and social media platforms, seeking content from the wider team.
- To lead on designing social media posts and leaflets using Adobe/ Canva and in line with HSS branding, and ensure leaflets are ordered and re-stocked as required and for events.
- To work with the team to ensure our services, volunteering opportunities and fundraising efforts are well-placed, accurate and up-to-date on online platforms/ forums and in community spaces across Southwark and Lewisham.

Job Description

continued

HR:

- To provide support to the CEO and Team Manager during recruitment and onboarding of new staff, including inductions in relation to IT systems.
- To administer HR systems (Breathe HR) in relation to annual and other leave.
- To process DBS checks for staff, trustees and volunteers, and maintain a renewal/checking system in line with law and policy.

General:

- To support HSS events, meetings and training as required
- To comply with all Home-Start policies and procedures.
- To participate in training and personal development including attending HSUK training as required.
- Work with all other members of the team to ensure good safeguarding practice in all aspects of the work of HSS and good practice in equality, diversity, and fairness.

Job Description

continued

The post holder may be required to undertake any other reasonable duties that fall within the nature of the role and responsibilities of the post as detailed above.

This post will require very occasional evening or weekend work. Therefore, a flexible approach is essential.

Any substantial or major changes will be negotiated with the postholder.

We are an equal opportunities employer and welcome applications from all sections of the community. Southwark and Lewisham are diverse boroughs and we particularly welcome applicants from global majority ethnicities, and those who speak additional languages.

The role is subject to appropriate proof of right to work in the UK.

Home-Start Southwark takes very seriously the duty of care to safeguard and promote the welfare of children and is committed to ensuring that our safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice. Our safeguarding policy recognises that the welfare and interests of children are paramount in all circumstances. All roles at Home-Start Southwark are subject to a DBS Check.

Person Specification

Professional experience, knowledge and skills

- Experience of working in an administrative/ operations role **E**
- Experience of working with IT systems including Excel, Word, Outlook, Adobe or Canva and CRM databases **E**
- Experience of communicating to influence, online, in writing and in person (eg. Customer service/ social media) **E**
- Experience of working in the charity sector and with volunteers **D**
- Knowledge and experience of working within of relevant legal frameworks; GDPR, health and safety, safeguarding and charity governance **D**
- Experience of financial record-keeping **D**

Organisational/personal attributes

- Proficiency and confidence in MS Excel, Outlook, and Word **E**
- Proficiency, confidence and creativity in designing promotional content **E**
- Accuracy in reporting detailed information **E**
- Good written and verbal communication skills, including active listening, and the ability to build and grow effective working relationships **E**
- Good planning and organisational skills with ability to prioritise competing demands and meet deadlines **E**
- An ability to work independently and use initiative as required, whilst working to the common goals of the team **E**
- A genuine interest in the aims and service delivery of HSS and belief in the importance of family support in the early years **E**
- Knowledge and understanding of the challenges faced by those approaching us for support, ability to adapt communication to audience and act with compassion when dealing with enquiries from the public **E**
- Knowledge of and commitment to equal opportunities and anti-discriminatory practice **E**

Special Requirements

- Able to work flexibly, with occasional evening or week-end work **D**
- Willingness to access training opportunities **E**
- Eligibility to work in the UK **E**



To visit our website,
please scan the code



www.homestartsouthwark.org.uk

Follow us!



020 7737 7720

info@homestartsouthwark.org.uk

Registered Office: Canopi, 82 Tanner Street, SE1 3GN London

Charity no 1107413 | Company no 5239322