

APPLICATION PACK Operations Assistant

About the London Irish Centre (LIC)

Our **Mission** is to empower and enrich lives through Irish community and culture.

The **Vision** of the London Irish Centre is to be the Irish Heart of London.

Our Services:

Our **Community Services** are modelled around a strengths-based approach to support the Irish community to be the best they can be. We work across the following service areas:

1. **Information and Advice** - We provide specialist accredited information and advice across a wide range of welfare issues. The service is accredited by the **Advice Quality Standard (AQS)** to deliver advice on welfare benefits, housing and older people's issues. The Service includes specialist legal advocacy providing support and representation to appeal welfare benefits decisions.
2. **Community Development** – The Service exists to enable people to build strong support networks in the community. By building on existing community assets, it addresses needs including isolation, mental health, physical health, food poverty and digital poverty. It does this through a range of services, including Befriending, social groups around London, a Community Café, Community Kitchen, Community Health Navigation, Community Fridge and Digital Inclusion. Weekly Walk-in Enablement Clinic to support those who may be living with complex needs or who maybe at a risk of disadvantage.

The **Community** we serve is widespread and diverse and we provide opportunities for people to get together online and in person through the use of:

- **Online Resources** - We have an informative, vibrant website and active social media presence
- **Volunteering** - Our constantly expanding pool of over **300 volunteers** play a vital role in the operation of the organisation whilst developing their own skills and networks
- **Family playgroup** - This is a fun, welcoming Saturday group which connects young families with Irish culture and language
- **Venue** - The Centre in Camden hosts multiple events and conferences as well as being a charity hub and a venue for conferences and social gathering. We welcome over **60,000** each year

In **Culture**, we manage London's leading Irish cultural programme:

- **Culture and Arts** - London's leading Irish cultural programme reaches over **20,000**
- **Community Usage Programme** - We give space and assistance which facilitates over **400 events** and meetings for Irish groups
- **Mentoring and Support** - We provide essential support to individuals and organisations for the promotion of Irish culture, heritage and identify

- **Library** - Our library holds over **7,000 books** of interest, one of the largest collections of its kind in Britain
- **Platform** - We offer Irish artists multiple performance opportunities
- **Gaeilge** - Our Irish language programme allows over **300 yearly** to reconnect with their native language

How to Apply

In this pack we have included a job description and person specification to support your candidature, which we request be addressed through our application form.

To apply for this vacancy, please complete the application form and upload it through the portal: <https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=b4b18488-4e11-4a94-ae26-70c6dab70ab7>

Please be aware that we will not accept applications by C.V. and covering letter.

The deadline for applications is **9am, Monday 12th December**. We will not be able to accept late applications so please ensure that your application is submitted in good time for this deadline.

If you would like to have an informal conversation with Nicola Byrne, Senior People and Operations Officer; please contact us by email at recruitment@londonirishcentre.org to arrange a call.

I hope that you will consider applying for this important role at the London Irish Centre, joining us in our mission to deliver empower and enrich lives through Irish community and culture.

Kind regards,

Nicola Byrne
Senior People and Operations

The London Irish Centre
50-52 Camden Square
London
NW1 9XB

The Opportunity

Job Brief

The Operations Assistant has a key role to play in both helping to make the London Irish Centre a great place to work and volunteer as well as supporting LIC's services to deliver on their ambitions.

Job Title:	Operations Assistant
Reporting to:	Senior People and Operations
Salary:	£21,749 per annum
Office Location	Camden Square
Working Hours:	5 days (usually Monday to Friday 9-5pm)
Key working relationships:	CFO, Head of Venue, Heads of Service, Finance Team
Contract type:	Permanent

The Role

We are looking for someone at the early stage of their career, who has excellent people skills and is organised, keen to learn and enjoys supporting others. Interest in working in an arts/cultural venue would be beneficial. The successful candidate will provide core administrative support, in areas such as Finance, HR and Operations, across the charity's various functions: Arts, Culture and Education, Events, Information & Advice, Community Development and Commercial Hires.

The post holder will need to be comfortable taking the initiative and working independently, whilst also able to build strong relationships across all levels of the team. Attention to detail, discretion and outstanding communication skills are all critical to success in this role, as well as the ability to prioritise effectively and manage a varied workload. This is an exciting time to join the team at the LIC as we embark on a redevelopment to make our building fit for the future.

Key areas of responsibility:

- Provide core administration support across departments, including ordering equipment, supplies and transport, scheduling meetings & taking minutes, and assisting with IT queries.
- Support finance in admin tasks such as reconciling credit cards, invoice processing, data management and verifying new beneficiaries.
- Support the team in providing day-to-day HR operations, including updating the LIC's HR information system, maintaining accurate records, and supporting the recruitment process.

- Provide support to the Head of Venue with health & safety, facilities and security tasks when needed, to ensure that the LIC is a well-run, safe and secure building for all visitors, tenants and staff.
- Provide support to all Heads of Service and their teams
- Occasional Reception cover.

This job description is a guide to the nature of the work required of the Operations Assistant. It is not wholly comprehensive or restrictive and may be reviewed as required.

Personal Specification

Essential and Desirable Skills, Experience and Attributes

Skills, Experience & Attributes	Essential	Desirable
Excellent organisational, planning and time management skills. A methodical approach with attention to detail.	X	
Experience working in an administrative role.		X
IT literate with a good knowledge of Microsoft Office, especially Excel.	X	
Excellent communication skills.	X	
The ability to work confidentially with sensitive information.	X	
Ability to cope under pressure with deadlines and conflicting demands.	X	
An enthusiastic, proactive and solution focused approach.	X	
Sympathetic to and supportive of the values of the charity.	X	

Summary of Conditions

Working hours: 35 hours per week - excluding a daily one-hour lunch break. The London Irish Centre's normal working hours are 9-5pm Monday-Friday. Some evening and weekend work may be required outside normal working hours, and when flexi-hours are worked, a TOIL system is operated to a 35-hour working week.

Start Date: ASAP

Probationary Period: The post is subject to a six-month probationary period, wherein two weeks' notice is required on each side.

Notice Period: Once confirmed in post, notice is 1 month on either side.

Holidays: 26 days per year plus all public holidays with an additional day after five years of employment.

Pension: All staff who are eligible can join the LIC pension scheme within 3 months.

Right to work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.

DBS Check: An application for a DBS certificate will be submitted for the successful applicant.

References: Offers of employment are subject to the receipt of references that are satisfactory to The London Irish Centre.

Equal Opportunities: The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to having a team that is made up of diverse skills, experiences and abilities. We encourage Black, Asian & minority ethnic and disabled applicants and value the positive impact that difference has on our teams. We are committed to equality and diversity within our workforce and all opportunities provided by the LIC. Whilst our offices have some barriers to access, we are taking steps to resolve these, and in the meantime continue to encourage interest from applicants who require reasonable adjustments within the workplace.

Employee Benefits

- Enhanced annual leave - 26 days plus bank holidays (increase to 27 days after 5 years of service pro rata)
- Enhanced sick pay - 4 weeks of contractual hours on full pay after completion of probationary period pro rata
- Enhanced maternity and adoption leave pay
- Flexible working where possible for each role

- Cycle to Work Scheme
- Tech Scheme
- Eyesight tests and corrective glasses
- Jury Duty leave pay
- Employee Assistance Programme
- Complimentary tickets to select events
- 50% discount on LIC education courses (subject to availability)
- 20% discount at the LIC shop and 10% discount at the LIC bar
- Mindfulness app membership

***Only available to staff on contracts of a minimum of 12 months**

The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to equality and diversity within our workforce. Please note our offices have some barriers to access, which is one of the core missions that our redevelopment will overcome.

LONDON IRISH CENTRE

OUR SIX CORE VALUES

At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

To demonstrate these values we:

- Offer a warm, friendly Irish welcome to all
- Bring kindness and care to all with whom we work
- Celebrate diversity in Irish culture, heritage and identities, and in the wider community we serve
- Aim to be outstanding in everything we do
- Keep community service and connections at the heart of our work
- Work with environmental and organisational sustainability in mind
- Provide a culture where everyone feels a sense of belonging and respect
- Listen to, cultivate, and explore new ideas and solutions
- Show commitment to the vision, mission and people of the LIC

We provide a home away from home for the Irish in London.