

Job Description & Person Specification

Operations Coordinator



Operations Coordinator

Reports to Finance & Operations Manager

BAND 5 - £31,123 - £35,417 at 35 hours per week, based on site in Wigan.

Job Description

The role in a nutshell

This is a unique opportunity to join a nationally recognised, values-driven arts education charity at an exciting moment in our journey. As Curious Minds settles into its new headquarters at the iconic Wigan Pier, we are looking for an Operations Coordinator who can help lay the foundations for our next chapter.

The Operations Coordinator will play a central role in keeping our organisation running smoothly and ethically. You will oversee all aspects of office administration and provide vital support across facilities, Health and Safety, and IT systems. Reporting to the Finance & Operations Manager, you'll be someone who thrives on variety, takes pride in getting the details right, and adapts confidently to evolving operational needs.

Why Curious Minds needs this role

At Curious Minds, we exist to champion equity and excellence in arts and cultural education, and to empower the creative potential of all children and young people - regardless of purse or postcode. To do that, we must operate as a trusted, well-run and resilient organisation that inspires confidence in our partners, funders, and communities.

This role is essential to that mission. We're seeking someone who brings strong clerical skills, a flair for organisation, and a proactive, can-do approach to problem solving. You'll need to be confident working independently and eager to contribute to a workplace culture that is inclusive, ambitious, and creatively charged. If you relish the idea of supporting work that makes a real difference to young lives, this could be the perfect role for you.

What you'll be doing

- You'll assist in managing and overseeing the smooth running of the charity's base, ensuring a productive environment for internal staff and external visitors and hirers.
 - You'll coordinate site maintenance, including liaising with external contractors and service providers.
 - You'll arrange meeting requirements, room bookings, refreshments and coordinate external attendees.

- You'll act as primary key holder, managing secure access and ensuring staff are informed on access, health & safety and fire protocols.
 - You'll be the Health and Safety officer, ensuring compliance, liaising with an external Health and Safety adviser, being responsible for on-site Health and Safety protocols, emergency procedures, risk management.
 - You'll assist the team in undertaking risk assessments for internal and external events, ensuring continuous compliance.
 - You'll be the main on-site First Aid responder.
 - You'll maintain accurate records of visitor logs and incoming/outgoing mail.
 - You will provide a professional and courteous reception service, being the first point of contact for visitors, incoming telephone enquiries and monitoring the main charity email address.
- You'll oversee all aspects of administration including:
 - Maintaining and monitoring resources such as stationery, printing, postage, kitchen and restroom supplies, ensuring availability for all staff and hirers and efficient usage.
 - You'll deal with day-to-day finance processes for Curious Minds, including setting up supplier information and supporting general procurement.
 - You'll help maintain manual and computerised systems.
 - You'll support systems and processes to ensure GDPR compliance, and support the team to interpret and follow the rules.
 - You'll support internal IT queries from the team, working with external IT support and the Finance & Ops Manager to develop organisational use of IT.
 - You'll collect and monitor staff HR and H&S documentation.
 - Working with the wider team to develop and implement efficient and effective policies and systems to support the organisation's ambition to increase income through traded services, including with schools, the cultural sector, local and central government.
- You'll join the internal 'environmental task team' to support Curious Minds' actions on all environmental aspects of our work and will provide reporting on environmental impacts as required.
- With the Finance & Operations Manager, you'll explore options and support the organisation to achieve and maintain appropriate quality accreditation that will strengthen bids and tenders, including Cyber Essentials +
- You'll remain focused, motivated and accessible, while working mainly on site at our base.

Things we expect all Curious Minds staff to do

- Undertake any other relevant duties deemed necessary by the Finance & Operations Manager or Operations Coordinator (you).
- Actively seek out opportunities for development and income generation.
- Read, understand and adhere to Curious Minds' policies and procedures.
- Regularly update the CRM.
- Stay up to date with key developments in your specialist area and creative and cultural education generally.
- Be willing to occasionally work evenings and weekends.
- Participate in team-meetings and development days.
- Be willing to travel across the region and occasionally further afield.
- Represent Curious Minds at regional and national meeting and events.
- Follow Curious Minds' 7Cs in all areas of your work.

Person Specification

Skills and competencies needed to do the job

You need to care deeply about...

- inclusion, diversity and anti-racism and increasing access to creative and cultural education for ALL children and young people
- improving the lives of ALL children and young people, especially those facing challenge or disadvantage
- the creative lives of ALL children and young people
- the right for ALL children to have regular opportunities to learn in, through and about arts and culture
- upholding high standards of accountability and transparency
- good governance within the charitable sector
- Curious Minds' vision and mission, and for its work and people.

You need to be ferociously curious about...

- office management systems and solutions for an excellent and efficient service
- developments and opportunities within IT to enhance opportunities available
- communicating internally and externally with a 'voice' that is warm and receptive

As a member of the Finance & Operations Team, you need to be capable and confident to...

- be highly organised yet flexible, able to manage competing demands on time and resources
- provide excellent interpersonal communications, both internal and external, in person and via phone and email contacts
- embrace and learn about emerging technologies and new applications to support day-to-day business and operations
- be proficient in clerical duties including basic financial processing with attention to detail and accuracy at all times
- work independently as well as part of a team, following existing processes and exhibiting leadership qualities when required
- apply & develop Curious Minds' ethos and organisation culture, underpinned by the 7Cs.

As Operations Coordinator you need to be confident, competent and able to evidence your ability (or willingness to learn) to...

- manage facilities, ensuring compliance for wider team use and external users
- manage financial transaction processing with accuracy and attention to detail
- contribute to relevant policies relating to Finance, Health & Safety, HR and IT.
- carry out administrative tasks and be able to use a wide range of software and web-based applications.
- display strong interpersonal and communication skills
- engage positively with children and young people from a range of backgrounds
- be willing to undertake relevant training

The 7C's Behaviour Specification

Attitude	Behaviour
We are Curious	<p>I look for opportunities and solutions (e.g., for income generation and organisational development)</p> <p>I am open to new ideas, come up with new ideas and am willing to try new things.</p> <p>I aim for best practice and, whenever possible next practice in my area of work to be a trailblazer.</p>
We are Courageous	<p>I am willing to be challenged about my own work and to challenge others where I can offer positive solutions for change.</p> <p>I am ambitious for myself and for the organisation, am proactive and take the initiative. I don't just talk about it, I do it!</p> <p>I am comfortable with complexity; willing to start the journey without a map.</p>
We Celebrate	<p>I celebrate my own and my colleague's success, whether little or big.</p> <p>I am a strong ambassador for Curious Minds, proud of the brand and promote it widely.</p> <p>I am a strong ambassador for arts and culture for children and young people and celebrate their successes too.</p>
We Collaborate	<p>I'm not just a sole trader, I am aware of the impact I have, and can have, on others' work and actively contribute to the success of my colleagues.</p> <p>I communicate well and am present at team meetings and contribute meaningfully to team discussion and planning.</p> <p>I am committed to enabling creative collaboration and work positively towards this goal.</p>
We Care	<p>I am respectful, courteous and aware of the impact my actions and emotions have on others. I express my feelings and control my emotional response appropriately.</p> <p>I care about children and young people and believe in the value of arts, culture and creativity.</p> <p>I value resources, financial and physical and use them wisely keeping in mind issues of equality, accountability and transparency</p>

We are Conscientious	<p>I plan my workload to manage my time and achieve my goals.</p> <p>I come prepared to meetings and think before I speak/act.</p> <p>I deliver on my commitments, give attention to detail, arrive on time, present myself professionally, meet all deadlines and respond promptly to all enquiries.</p> <p>I am reflective and reflexive and willing to adapt.</p>
We are Credible	<p>I am honest and truthful.</p> <p>I know my stuff and keep up to date with latest developments. I say when I don't know something and am willing to learn.</p> <p>I am confident and professional, knowing when to speak and when to keep quiet.</p>