

SERVICES FOR INDEPENDENT LIVING

JOB DESCRIPTION

Job Title:	Business Operations Coordinator
Reports to:	Head of Human Resources
Location:	SIL Head Office, Leominster
Hours:	30 hrs per week
Salary:	£21,730.80

Services for Independent Living (SIL) is a charity set up over 25 years ago with a mission to offer high quality care and to support individuals in local communities. We provide services that enable individuals to lead an independent life within their own home and surrounding areas. Our vision is, to enable individuals to exercise choice and control, to live independent lives, and to actively participate in society.

Main purpose:

This multifaceted role ensures the efficient operation of SIL's Head Office and supports core business functions. As a Business Support Coordinator, you'll work collaboratively across departments, contributing to operational excellence and enabling colleagues to deliver impactful services.

Responsibility Areas:

To provide organisational support for our teams in five different areas:

- Facilities and resources
- Compliance
- Operational support
- Recruitment
- Development Projects

Facilities and resources:

- Ensuring equipment is recorded when issued to employees.
- Liaising with operational teams to manage mobile phone distribution, set-up and replacement.
- Responsible for the condition of the building and liaise with our partner contractors for maintenance/repairs and certificate renewals.
- Liaise with cleaning contractors as and when required.
- Maintaining PPE stock levels ordering supplies when required.
- Ensuring the office is compliant with areas of Health and Safety at all times.

Services for Independent Living, 1 Owen Way, Leominster, Herefordshire. HR6 0LA
Registered Charity No: 1099020

- Responsible for ensuring the company vehicle is checked in/out, road worthy and tax and insurances are up to date.

Compliance

- Formal minute taking for SIL Board and Committee meetings and updating the central actions list.
- Distributing the board minutes as required
- To provide administration support for the Board of Trustees, as required.
- Schedule meetings of the Board and Committee meetings as directed ensuring the appropriate rooms and equipment are available.
- Minutes completed within 3 days of meetings and electronically sent to the Board and Senior Management team.
- Support the Chief Executive with administration of Board papers
- Maintain our Quality Management System (QMS) electronic filing system ensuring it is up to date.

Operational Support

- Liaise with HR to process starters and leavers.
- Support the organisation with any basic IT assistance which may be required (Specialist IT support and maintenance is provided by an external organisation).
- Support the operational teams when required.
- Provide reception cover during periods of leave.
- Assist at company events and AGM.

Recruitment

- Support HR with initial stages of recruitment
 - Monitor and advertise on Indeed and other recruitment platforms
 - Arranging and conducting First Stage Telephone Interviews/discussions with applicants for front line posts.
- Staff Training
 - Manage Flexabee, Oliver McGowan
 - File certificates
- Liaise with Marketing & HR to post suitable content on Social Media
- Support HR with the co-ordination and delivery of relevant training for all staff, ensuring compliance
- Support Managers with recruitment processes

Development

- Support the Development Manager with administration and project arrangements, when required.
- Liaise with internal and external contacts as required.
- Support research on specific projects as required by the Head of Service.
- Note taking

Personal Learning and Development

- Complete any mandatory training required.
- Attend relevant training courses to support the role.
- Maintain own professional knowledge and development.

Person Specification

We welcome applicants from all backgrounds and appreciate that everyone brings something unique to the table. If you meet most of these criteria and share our values, we encourage you to apply:

- A proactive, solution-focused approach
- Strong written and verbal communication skills
- Excellent organisational skills and attention to detail
- Confidence using Microsoft Word, Outlook, and Excel
- Ability to manage time effectively and meet deadlines
- Collaborative team player who can also work independently
- Openness to learning and developing within the role
- Educational experience to A Level standard or equivalent—or relevant work experience

We are proud to be an inclusive employer and welcome applicants from diverse backgrounds. SIL is committed to creating a safe, respectful, and empowering workplace for all.

If you're excited about this role but don't meet every requirement listed, we still encourage you to apply. You could be just the person we're looking for.

This post is conditional to an Enhanced and Barring Service (DBS) Check.

These duties may vary from time to time without alteration to the general character of the post or level of responsibility entailed. It is expected therefore that the post holder will undertake any other duties commensurate with the grading of the post and allocated by the Head of Human Resources and/or Head of Development.

Training and support will be provided where required to enable the post-holder to undertake these duties.

The post holder must show clear commitment to **SIL guiding principles**:

- Partnership
- Respect
- Innovation
- Diversity
- Equality
- Strength-based