



Voluntary Organisations Disability Group

## Job Description

Job title	Business and Operations Coordinator
Reports to	Business and Operations Manager
Location	Home based with possible occasional travel for meetings
Hours and contract	14 Hours per week, Permanent

### About VODG

The Voluntary Organisations Disability Group (VODG) represents over 130 organisations within the voluntary sector whose work is focused on enabling disabled people of all ages to live the lives they choose. VODG believes that an ambitious, reliable and vibrant voluntary sector that works together is critical to achieving this aim.

VODG's mission is focused on two key areas – enabling our members to be the best they can and improving the environment in which its members operate.

VODG believes that our membership approach and operations should centre around the views of disabled people and be influenced by professional expertise.

### Introduction to the role

The coordinator role is crucial in enhancing the productivity and efficiency of the leadership team within the organisation. Serving as a central point of contact, this position involves a diverse range of responsibilities, from managing executives' calendars and coordinating meetings to handling communications with professionalism and discretion. By implementing improvements to organisational processes and maintaining meticulous record-keeping, the role contributes significantly to the smooth operation of daily activities of the organisation.

Additionally, the role involves coordinating events, assisting with project administration, and supporting financial reporting, all while embodying the core values of the organisation.

This position not only demands strong organisational skills but also a

proactive approach to achieving corporate objectives and fostering a collaborative work environment.

## **Purpose of role**

The Operations Coordinator will:

- Act as a central point of contact, managing executive calendars, coordinating meetings, and facilitating effective communication while maintaining a high level of professionalism and discretion.
- Be responsible for improving organisational processes, ensuring meticulous record-keeping, and contributing to the seamless execution of daily activities.
- Coordinate events, project administration, and financial reporting, all aligned with the organisation's core values.

## **Specific responsibilities and duties**

### **Administrative Support**

- Assist with a variety of administrative tasks that enhance the productivity of the leadership team, such as scheduling and coordinating meetings, managing executives' calendars with attention to priorities, and organising files and documentation for easy access.
- Identify and implement improvements to existing organisational processes and procedures to boost efficiency, ensuring that the team can operate at maximum effectiveness.
- Work with colleagues on the collection and presentation of data and intelligence.

### **Communications**

- Act as a central point of contact for both internal team members and external stakeholders, handling communications with a professional demeanour.

### **Meetings**

- Collaborate closely with the Business and Operations Manager to support the overall management of meetings, including preparing detailed agendas, taking comprehensive minutes during meetings, and circulating documents to all participants in a timely manner, ensuring that all follow-up actions are clearly outlined.

### **Event Coordination**

- Coordinate a variety of events and meetings, supporting logistics such as venue selection, catering orders, accessibility requirements and technical arrangements.
- Assist in the planning and scheduling of member events and meetings, ensuring all details are attended to, such as invitations, attendee confirmations, and venue preparations.
- Be fully responsible for the delivery of any reasonable adjustments to online and in-person meetings.

### **Project Administration**

- Maintain comprehensive administrative records relevant to projects, ensuring that all documentation is current and easily accessible to project team members.

### **Record Keeping**

- Establish and maintain accurate records, comprehensive databases, and organised documentation related to office operations and employee activities, including diligent management of the CRM system to ensure timely updates and accuracy of information.

### **Finance**

- Assist with the preparation of financial statements and reports, maintaining accurate and organised accounting records, and supporting the reconciliation of accounts to ensure data integrity.

### **General**

- Support the organisation to achieve its corporate objectives.
- Be a proactive and professional representative of VODG and its values at all times, including in relation to the prioritisation of your own responsibilities and professional development.
- Undertake such duties as may be deemed necessary by the CEO, Head of Membership and Operations and/or the line manager that are commensurate with the level of this post.

*This job description is not intended to be exhaustive, but rather to provide a framework within which you will work. It will be reviewed in consultation with you as necessary.*

### **Person specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Education/ Qualifications</b>	<ul style="list-style-type: none"><li>• Proven experience in an administrative support role.</li><li>• Willingness to undertake training, continuous professional development and to contribute to organisational development.</li></ul>	

**Experience, skills and knowledge**

- Organisational Skills: Exceptional ability to manage multiple tasks and priorities effectively, ensuring timely completion of all responsibilities.
- Communication Skills: Excellent verbal and written communication skills, with the ability to engage professionally with both internal and external stakeholders.
- Attention to Detail: Strong ability to take accurate meeting minutes and maintain comprehensive records with precision.
- Technical Proficiency: Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and experience with CRM systems and basic accounting software.
- Event Coordination: Solid experience in planning, organising, and executing corporate events and meetings, from logistics to follow-up.
- Data and intelligence: Experienced in the collection and presentation of data, and numerical proficiency.
- Experience of professionally engaging with a wide network of senior stakeholders.

- Understanding of charity governance.
- Experience of supporting a senior team and/or operating in a membership organisation.
- Knowledge and / or experience of membership bodies.

**Personal  
qualities  
(essential)**

Commitment to VODG's vision, mission, beliefs and values:

- Ambitious – you will always want to secure the best outcomes for yourself and for VODG.
- Collaborative – you will get the best from others and form meaningful partnerships.
- Proactive – you will think laterally, plan ahead, be 'ahead of the curve' and always focus on solutions.
- Professional – you will be politically sensitive and represent yourself, VODG and its members in the best light at all times.
- Thoughtful – you will take time when it is appropriate, stay well informed and use evidence to make a case.