Senior Operations Officer

Job pack

We have an exciting opportunity to join Grapevine's team to become the operational heartbeat of our award-winning charity. As Senior Operations Officer, you'll enable our frontline teams to transform lives by keeping everything running smoothly—from directing people seeking help to ensuring our buildings are safe and our systems are efficient. Every pound you save and every process you improve directly creates more impact for marginalised communities across Coventry and Warwickshire.

This role is part of the management team where you'll have genuine influence over how we operate. You'll be trusted to make decisions, negotiate contracts, manage compliance, and build key relationships. Your voice will matter in shaping the systems that support our 30 year legacy of excellence, working within a culture that's high-trust, human-centred, and built on shared accountability.

Information you will find in this pack:

Role details

Salary	£ 32,354 pro rata
Hours	Part time /18.5 hours per week
Type of contract	Permanent
Reports to	CEO
Manages	-
Closing date	Monday 9th February 2026 9am
Expected start	Monday 30th March 2026

Please note we can only accept applications from people who already have the right to work in the UK. We will ask to see evidence of this before we make a formal offer of employment.

About you and the role

We are looking for someone who combines operational excellence with genuine compassion. You'll be proactive, spotting issues before they become problems while warmly welcoming clients who need support. You understand that behind every timesheet and compliance task is a person we're enabling to change lives, and you embody our belief that no one should leave Grapevine without help.

When doing this role you might expect to start your day opening our buildings and conducting safety checks, then shift seamlessly to guiding a distressed caller toward the support they desperately need. You'll negotiate with suppliers to secure charity discounts, coordinate staff onboarding for new team members, and work with our IT provider to solve technical challenges. One afternoon you might be conducting monthly fire safety inspections and arranging waste collections; the next, you'll be processing job applications or liaising with our finance partner about operational improvements.

Every day brings variety, purpose, and the satisfaction of knowing that your meticulous attention to detail, warm professionalism, and resourceful problem-solving directly enables Grapevine's nationally acclaimed work.

Role purpose

The Senior Operations Officer is a key operational role that enables Grapevine staff to deliver excellent services.

The role combines facilities management, administrative co-ordination, HR support, Board support, compliance oversight, and some front-line customer service.

The postholder ensures that the organisation's buildings are safe and well-maintained, staff have the resources and support they need, and that Grapevine maintains full compliance with all legal and regulatory requirements.

As the first point of email/telephone contact for people seeking help from Grapevine, the Senior Operations Officer also plays a vital role in welcoming clients, understanding their needs, and directing them to appropriate support services.

Job description

The role holder will perform the following duties and responsibilities:

HR Administration Support

- Manage staff onboarding processes
- Coordinate staff exit procedures
- Process DBS checks for new staff and manage renewals
- Monitor staff contract renewal dates and notify managers in advance
- Conduct annual driving licence checks for staff who drive for work
- Verify MOT and tax status for vehicles used for work purposes
- Organise and coordinate team events, including summer and Christmas parties, team lunches, and ad hoc meals and events

Recruitment Support

- Monitor jobs email inbox daily when recruitment is active
- Process job applications through Jotform system
- Check application documents are complete and properly anonymised
- Upload applications to appropriate folders on the staff drive
- Extract and prepare candidate contact details following shortlisting
- Respond to candidate queries throughout the recruitment process

Health and Safety

- Be our Health and Safety Officer
- Conduct and record risk assessments and implement/monitor implementation of mitigators
- Provide training on Health and Safety
- Record workplace accidents on Peninsula system and maintain accident books

Operations & innovation

Lead the continuous review, improvement and maintenance of internal processes, policies and procedures. Identify and explore opportunities to implement AI tools and automation to enhance operational efficiency

Board of Trustees support

Schedule and coordinate Board and Committee meetings, ensuring all logistics are managed smoothly • Provide wider governance support, acting as a key liaison point for the Chair, Board of Trustees and Committee members

Communications & Client Services

- Answer telephone calls professionally using the iPECS internet phone system
- Monitor and respond to answerphone messages promptly
- Manage the admin email inbox, responding to all queries by end of day
- Forward communications to relevant staff members as appropriate
- Open, scan, and distribute post to appropriate recipients or external partners Welcome people seeking help from Grapevine with empathy and professionalism
- Use knowledge of local services, advocacy, and rights to direct clients to appropriate support
- Ensure no one leaves without assistance or alternative referral options
- Respond with particular sensitivity to vulnerable clients who may become distressed

IT & Equipment Management

- Manage inventory of laptops, mobile phones, and SIM cards
- Liaise with IT service provider for equipment procurement and technical support
- Coordinate laptop setup and configuration for new staff
- Procure replacement devices as needed, seeking best value options
- Manage and review mobile phone contracts
- Maintain accurate records of equipment allocation and contract expiry dates
- Manage internet phone system, including handset allocation and user access

Compliance & Governance

- Ensure organisational compliance with GDPR requirements
- Monitor policy review schedule and notify managers quarterly of upcoming renewals
- Coordinate policy update processes and distribution
- Maintain safeguarding records and procedures
- Source or arrange compliance training as required
- Verify appropriate insurance coverage is in place
- Maintain comprehensive documentation in accordance with data retention policies

Financial & Procurement Management

- Manage procurement processes for office supplies, equipment, and services
- Negotiate contracts and seek best value, actively requesting charity discounts
- Review service contracts for energy, phone, internet, and insurance
- Monitor expenditure and identify cost-saving opportunities
- Liaise with Ben Leach Associates (finance) on operational financial matters
- Make recommendations for operational efficiency and value for money improvements

Facilities & Building Management

- Open and secure both buildings daily, managing alarm systems and access procedures
- Conduct weekly fire alarm tests and emergency lighting checks, maintaining comprehensive log books
- Perform monthly fire safety equipment inspections (extinguishers, emergency lighting, fire doors)
- Identify and resolve health and safety issues, maintaining accurate incident logs
- Manage waste collection schedules (weekly general waste, fortnightly recycling and food waste)
- Coordinate bi-monthly sanitary bin and confidential waste (Shreddit) collections
- Maintain stock levels of essential supplies (toilet rolls, paper towels, soap, health and safety products)
- Liaise with the Weaver's Trust regarding building maintenance, repairs, and cleaning services
- Monitor office space utilisation and make recommendations for efficiency improvements
- Arrange annual PAT testing of all electrical equipment

Relationship Management

- Build and maintain positive relationships with the Weaver's Trust
- Manage relationships with key service providers
- Liaise with contracted services
- Keep stakeholders informed of relevant developments and maintain regular communication
- Support team leaders and project managers with operational queries

Person specification

For roles at Grapevine we are as interested in your character, values and your approach as much as your skills. We would like to see these "softer" aspects of you within your application and we will ask about them during the interview process.

Skills and abilities

Essential	Desirable
Technical & Professional Skills: Strong administrative and organisational skills with proven ability to manage multiple priorities	Experience with HR administration processes
Communication & Interpersonal Skills: Excellent written and verbal communication skills	

Professional telephone manner and customer service skills	
Ability to build effective working relationships with diverse stakeholders	
Competent IT skills including Google Work Space; G Suite; and willingness to learn new systems	

Experience & Knowledge

Essential	**Desirable**
Knowledge of local support and advocacy services	Understanding of charity sector operations
	Awareness of issues affecting people in vulnerable and difficult situations
Working knowledge of health and safety regulations and compliance requirements	Facilities or office management experience
Understanding of GDPR and data protection principles	Experience in procurement and contract negotiation

Personal attributes and requirements

Essential	**Desirable**
Empathetic and welcoming approach, particularly with clients in vulnerable or difficult situations	
Ability to remain calm and professional under pressure	
Tactful and diplomatic in handling sensitive matters	
Meticulous attention to detail and accuracy	
Proactive and self-motivated with ability to work independently	
Flexible and adaptable to changing demands and priorities	

Excellent time management with ability to meet deadlines	
Problem-solving mindset with practical approach to challenges	
Methodical and systematic in approach to tasks and record-keeping	
Reliable and trustworthy with high level of discretion	
Commitment to Grapevine's values and mission	

How to apply

To apply for this role please click on this link which takes you to an online application form. It will ask you to:

- Create an application ID - your initials and two numbers e.g. RH34
- Share your personal details e.g. name, contact details, where you saw the role advertised
- Upload information about your employment history, education and training
- Upload an "about you" statement (similar to a cover letter)
- Declarations (criminal records and DBS police checks)
- Equality, diversity and inclusion monitoring questions

To make this process there are two other ways to apply:

1. You can download an application from our website.
2. You can send audio or video files for some or all of your application to jobs@grapevinecovandwarks.org. If the files are too large to send by email we recommend using wetransfer.com

If you need help with your application, if you want to discuss reasonable adjustments or want to speak with someone before submitting your application please contact us on jobs@grapevinecovandwarks.org or call 024 7663 1040.

Information on the About You statement

Please read through the job description and person specification. Use them to help you evidence why you would be a good person to do this job. Include everything you think we should know about you. We are as interested in your character, values and your approach as much as your skills.

All needs to be "evidenced in action" by giving examples. We need you to show you can do things rather than just say you can do it.

Information about the recruitment process

We are committed to doing our best to lead a fair recruitment and selection process.

We will assess applications based on the criteria in the person specification and in how your experience shows you are able to perform the tasks in the job description. Please make sure your application gives details of how you meet our requirements.

All applications are shortlisted by a panel of assessors. The assessors do not have access to any personal details of candidates.

We can receive applications until the closing date: **9am 9th February**
Unfortunately, we cannot accept applications sent after this deadline.

We expect to do interviews on **17th February.**

- Once you submit your application you will receive an email confirming we have received it.
- The next time you will hear from us will be after the closing date when we will either invite you for an interview or we will let you know that your application has not been successful.
- We usually receive a lot of applications for our roles so at this stage we aren't likely to be able to offer personalised feedback. We apologise for this.
- If you are invited for an interview we will phone you to arrange for you to come to our office and meet with members of our team.
- Our interviews are in the traditional style where we will ask 6-10 questions and then you will have a chance to ask us questions about the role. We will send you the questions before the interview so you can prepare.
- Our interview style is traditional as we know it is the most fair way to do it, but we aren't a formal organisation and are very friendly. Whilst we ask all candidates the same questions we do aim for a conversational style.
- We want you to do well and will try to help you through the process. If you need adjustments please let us know. If you need a break during the interview, or if you want to restart an answer please tell us.
- We can reimburse candidates for travel and childcare costs relating to attending the interview and will ask you about this if we invite you for the interview.

After the interview process the panel of assessors will decide who to offer the role to. We will then contact the successful candidate and offer them the role subject to references, evidence of the right to work in the UK and, for most roles, a DBS check.

If you are not offered the role after having an interview we will contact you and offer you some feedback.

About Grapevine

Who we are

"I am in awe of their collective minds and hopeful hearts. Grapevine Coventry and Warwickshire is a power house and it feels like my second home." - Stephanie Wong, founder of Act Build Change

Grapevine is an award-winning charity with expertise in helping communities across Coventry and Warwickshire to take collective action and create their futures.

The thread runs through everything we do is to bring people who are marginalised into the centre of their communities and help them influence their life and their community.

Our approach is built on 21 years of curiosity, experimentation and observing emerging practices across the world. We are a nationally acclaimed example of how people in communities can meet each other's needs. We are accredited community organising trainers and one of ten UK Social Action Hubs for the National Community Organisers.

"Grapevine is a fantastic organisation - bold, innovative and caring. It manages to balance positive outcomes for individuals and communities with system change - a very rare thing." - Tim, Community Leader

We're willing to be bold, remove the box and bring edge-based solutions into the middle.

Working for us

We offer a friendly workplace with a strong culture of helping people uncover their potential. We're committed to diversity and inclusion in our team and across our work, treating every person we meet as an individual with unique passions and skills.

Our employee benefits include:

- Flexible working
- Employee Assistance Programme
- 25 days annual leave plus bank holidays (for full-time roles, pro rata for part-time)
- We offer an 8% non-contributory pension from Nest, which means Grapevine contributes the full amount and staff do not need to contribute (unless they want to add more).

Our team say:
"I came to Grapevine as a service user, I grew to believe in the work and saw how much it helped our family to grow and change our thinking." (Mel Smith, Grapevine Deputy CEO)

"Our jobs are so varied. Seeing people achieve things that either they thought they wouldn't be able to or were told by society they couldn't." (Molly Gillespie)

"I'm proud of the difference we are making in a UK that just keeps getting tougher for vulnerable people." (Andrea Mbarushimana, from Help and Connect)

Our core beliefs

1. People-Led Change: We believe that those who face challenges are best positioned to lead the solutions. By placing individuals at the heart of our initiatives, we ensure that change is meaningful and sustainable.
2. Strengths-Based Approach: Every individual possesses unique talents and aspirations. We focus on uncovering and nurturing these strengths, transforming perceived needs into valuable assets.
3. Power of Connection: Strong, supportive relationships are the foundation of thriving communities. We facilitate connections that foster mutual support, resilience, and collective growth.
4. Community Leadership: We aim to shift power dynamics by enabling communities to address their challenges and advocate for change, fostering agency and building leadership.
5. Continuous Learning and Adaptation: Our work is guided by curiosity and a commitment to learning. We embrace experimentation and adapt our methods to meet evolving needs effectively.

How we work

- Person-centred, relationship-driven. You'll work with people, not for them, starting from their own goals and assets.
- High trust, shared accountability. Teams make decisions close to the action and own the results together.
- Reflective practice baked in. Regular peer learning sessions, supervision that feels like coaching, and "learning huddles" after key milestones keep us sharp.
- "Gentle agitation" culture. We trouble unhelpful assumptions — inside the organisation and in the wider system — with respect and curiosity.
- Flexible and human-centred. Blended working, adjustable hours and family-friendly policies recognise that life is messy and people are whole.
- System-level ambition. Alongside one-to-one and community organising projects, you'll join colleagues in influencing public services and policy inside and outside of our place so change lasts.

What this means for you

- Freedom with support – You'll shape your own projects but never feel alone.
- A place to grow – From day-one shadowing to "Changemaker" training, personal development is a shared priority.

- Belonging – We value the “human complications and messiness” everyone brings; diversity, equity and inclusion are lived, not laminated.
- Real impact – Your work will help people and communities in Coventry and Warwickshire unlock power, opportunity and connection.

Equality, diversity and inclusion

Fairness and inclusion are part of who we are - who we have always been right back to our origins as a disability charity. We want every person connected to us, whether you're a member of staff, a volunteer, or someone who uses our services, to feel respected, valued and able to be themselves.

We actively seek out people from all backgrounds, listen to different voices, and remove barriers that stand in the way of equal opportunity. We challenge discrimination wherever we see it – not just the obvious kinds, but also subtle or unintentional unfairness that can creep into decisions or behaviours.

We’re committed to treating everyone with dignity, whether it’s during recruitment, staff development, team interactions or service delivery. Everyone here is responsible for helping to create an inclusive environment – one where people feel safe to speak up, take part, and thrive.

We also take practical steps: we monitor our services and workforce diversity, offer training on equality and inclusion, and adapt how and where we work to meet people’s needs as best we can. If someone experiences discrimination, we take it seriously and act on it.

Ultimately, we’re working towards a culture where inclusion and equality are embedded in everything we do – not just because it’s the right thing, but because it makes our work better, our teams stronger, and our impact greater.

If you’re excited by purpose-led work, comfortable with honest reflection, and believe that relationships change everything, we’d love you to explore a career with Grapevine.