



JOB DESCRIPTION: CORE OPERATIONS SUPPORT

Job Title:	Core Operations Support
Hours:	21 hours per week (<i>negotiable days/ on spread over week</i>)
Reports to:	Head of Core Operations
Salary banding:	F2
Location:	Riverside House 502 Gorgie Road Edinburgh EH11 3AF

JOB CONTEXT

Corra Foundation exists to make a difference to people and communities, by encouraging positive change, opportunities, fairness and growth of aspirations, which improve quality of life.

Our vision is for a society in which people create positive change and enjoy fulfilling lives.

Corra Foundation has over 32 years' experience as one of Scotland's leading grant-makers, distributing almost £138m through nearly 15,000 grants to charities.

We work closely with other charities and funders, communities and policy makers towards our four key aims:

- *Be the best grant-maker we can be* – Grant making is at the heart of what we do and we want to do it as well as possible with an open and accessible approach
- *Get alongside communities* – We are working differently, including with communities we don't historically reach and others with a big appetite for change
- *Share expertise* – We will use our 30+ years' experience in grant making to support others
- *Partnership* – We want to make a bigger difference to people by working together with others.

Corra Foundation was previously called Lloyds TSB Foundation for Scotland.

JOB PURPOSE

The Core Operations Support will work as part of the Core Operations team to support the delivery of the team's objectives and overall workplan. The jobholder will report to the Head of Core Operations and work closely with colleagues across the organisation.

As with other Corra Foundation staff, there will be the requirement to be flexible and to provide support for all aspects of Corra Foundation business as and when required.

STRUCTURE

An organogram detailing Corra Foundation's structure, and where this role fits, is attached at Appendix 1.

MAIN ACTIVITIES & RESPONSIBILITIES

CORE OPERATIONS

The Core Operations team is responsible for developing, delivering and overseeing the Corra Foundation's systems, processes, policies and procedures for all aspects of our work, enabling effective delivery of the strategy.

The job holder will work within the Core Operations team by:

- focusing on delivering a high level of customer service to all the Corra Foundation's respective teams (including volunteers) and customers, with a can-do attitude, aiming to creatively respond to challenges and needs
- committing to being result orientated, a good problem solver, flexible, collaborative, and proactive, aiming to positively and productively forecast business needs; effective tactically as well as strategic thinking
- contributing to the team-wide objectives of updating, maintaining, and developing:
 - the Corra Foundation's CRM system (Salesforce)
 - the development of policies, procedures, and user manuals, by proactively suggesting improvements which will increase efficiency and positive delivery of the overall strategic plan
 - supporting the implementation of Corra Foundation's GDPR policies
- providing generic telephone support and guidance to the Corra Foundation's customers
- managing Corra Foundation's generic email inboxes, ensuring that emails are responded to and/or referred to the appropriate employee as soon as possible
- supporting the smooth running of core operations and office management.

FACILITIES MANAGEMENT

Support the Core Operations Officer in the day-to-day management of Corra Foundation's office facilities and implementation of the facility management program, including preventive maintenance, office supplies, security, parking, mailing, cleaning, catering, waste disposal and recycling. This includes:

- maintaining office equipment by putting in place preventive maintenance; troubleshooting failures; calling for repairs; monitoring equipment operation
- maintaining office supplies by checking stock to determine inventory levels; anticipate requirements; placing and expediting orders; verifying receipt; stocking items; ensuring that supply cupboards are kept in an orderly manner

- supporting the implementation of the security of the office facilities (e.g. liaising with the alarm company, allocating key fobs etc.) and parking facilities
- forwarding information by receiving and distributing communications; collecting and mailing correspondence; copying information
- supporting any cleaning contracts, ensuring that cleanliness of facilities is kept at the appropriate high standard
- ordering catering for in-house and external meetings when required
- supporting Corra Foundation's commitment to responsible waste disposal and recycling

INFORMATION SYSTEMS/TECHNOLOGY

Support the Core Operations Officer to ensure the effective functioning of Corra's information systems, to provide an efficient productive environment and secure environment for employees. This includes:

- supporting the maintenance and record keeping relating to Corra's computer systems, telephony/mobile equipment, related applications, hardware and software
- assisting employees with any issues and referring any maintenance and repair of information systems and equipment to the appropriate contractor, ensuring that the work is completed satisfactorily and following up on any deficiencies
- contributing to the development of disaster recovery plans and procedures in relation to information systems.

CORRA FOUNDATION-WIDE TEAM

Participate fully as a member of the Corra Foundation's team, demonstrating commitment to the organisation's values, attending staff meetings, support and supervision sessions and training as required. If required, support the work and promotion of any other area of the Corra Foundation's business in fulfilling its strategic aims.

SKILLS REQUIRED FOR FULLY ACCEPTABLE PERFORMANCE

- Principal skills include excellent organisational, administrative, and IT skills; both written and oral communication; good interpersonal skills
- Ability to engage and develop positive working relationships that encourage an open and transparent dialogue
- The job holder must be willing to develop new skills as appropriate.

WORKING CONDITIONS

This role will be based at Riverside House, Gorgie Road, Edinburgh. The jobholder is line managed by the Head of Core Operations. Regular appraisal meetings will take place.

The Corra Foundation uses the Microsoft suite of software, and Salesforce CRM, as well as a range of online tools.