



OPERATIONS & SERVICES ASSISTANT

Job Description and Personal Specification

Job Title	Operations and Services Assistant
Line Manager	Operations and Services Manager
Location	30-32 Upper Maudlin Street, Bristol BS2 8DJ
Terms	Permanent full-time contract (35 hours) Office-based
Salary	Up to £22,000 DOE

Wallace & Gromit's Grand Appeal works in partnership with Aardman Animations to support Bristol Children's Hospital (BCH) and the region's Neonatal Intensive Care Unit (NICU) at St Michael's Hospital. We are seeking a talented individual to join our ambitious team to help deliver a multi-million-pound programme of investment in the children's hospital and NICU.

This is an exceptionally varied role, requiring a multi-skilled individual with good attention to detail and excellent customer service skills in face-to-face, telephone and email interactions.

The successful candidate will be responsible for a range of tasks including front-of-house duties and the operation of our office retail shop.

You will also play an important role in the delivery of our multi-million-pound project portfolio, delivering our core objectives with the children's hospital and NICU.

In addition, you will help to organise the maintenance of our premises and provide support to the wider team to ensure the smooth running of the charity. You will also regularly interact with families, patients, donors and supporters of The Grand Appeal.

The successful candidate will be expected to support the principles, values, and objectives of The Grand Appeal and provide excellent and flexible support to the Operations and Services Team.

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and The Neonatal Intensive Care Unit | grandappeal.org.uk

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The Grand Appeal offers a dynamic, supportive, and rewarding workplace for its approx. 40 staff. The foundation of our organisation is its strong team culture in which all staff play an essential part. Our staff are talented, creative, ambitious and The Grand Appeal's most important resource.

The role will be based at The Grand Appeal HQ opposite the Bristol Children's Hospital.

What we offer:

- Generous holiday allowance
- Healthcare plan
- Pension scheme

If this sounds like the right workplace for you, you have the required skills and experience, and you are looking for a new challenge, we would love to hear from you.

How to Apply:

To apply, send your completed application form and a copy of your CV to jobs@grandappeal.org.uk.

We will be interviewing on a rolling basis and the vacancy will be closed when a suitable applicant has been appointed. We anticipate a high volume of applicants for this role and suggest getting your application in as soon as possible.

For an informal discussion about the role, please contact Helen Bromley, Operations & Services Manager, on 0117 927 3888 or jobs@grandappeal.org.uk.

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Key tasks and responsibilities:

Front Desk & Retail Shop

- Responsible for all front-of-house duties, including offering a warm welcome to all visitors.
- Responsible for dealing with post, deliveries, shared mailboxes and answering of the phones.
- Responsible for the retail operation at our HQ office, including displays.
- Process all retail transactions accurately and regularly cash-up.

Hospital Project Portfolio

Support the Operations & Services Team in managing the Hospital project portfolio as follows:

- Ordering of relevant items to support our projects with the children's hospital.
- Develop and maintain good relationships with staff from BCH and NICU.
- Responsible for small projects through their full lifecycle.

Premises Management

- Support the running and maintenance of an effective office environment, keeping it safe, tidy and well-maintained.
- Responsible for the recycling process across the building.

Other tasks

- Support the wider team as required with other tasks and duties.
- Represent the charity at events.
- Keep abreast of charity law and abide by the Charities Act, Fundraising Regulator, Institute of Fundraising Code of Practice, Gambling Commission and General Data Protection Regulation (GDPR).

All job descriptions are non-contractual and give a sense of the broad scope of the role and so include a level of flexibility. Whilst they list some key tasks there will always be tasks that arise and can be reasonably expected of the role.

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Person Specification

E = essential

D = desirable

Experience and knowledge

Importance	Criteria	Assessment
E	Understanding of the principles of good customer service.	Application Interview
D	Experience working in a reception/front-of-house role.	Application Interview
E	Experience of undertaking projects independently.	Application Interview
D	Experience of working in a charitable organisation.	Application Interview

Skills and abilities

Importance	Criteria	Assessment
E	Excellent organisational and time-management skills with the ability to prioritise conflicting demands, whilst maintaining accuracy and attention to detail.	Application Interview
E	Excellent verbal and written communication skills with the ability to build and maintain relationships, particularly with supporters, volunteers and team members.	Application Interview
E	Ability to work both autonomously and as part of a flexible team and to contribute towards wider objectives.	Interview
E	Energetic, self-motivated and able to use initiative.	Application Interview
E	Good IT skills; confident in the use of Microsoft Office, CRM databases.	Application Interview
E	Commitment to continuous personal development.	Application
E	An approach to mirror our values: supportive, professional, collaborative, creative and confident.	Interview

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Other requirements of the role

Importance	Criteria	Assessment
E	Working flexibly and providing support for the wider team.	Application Interview
E	Complete annual appraisals and personal development through annual reviews. Undertake mandatory training as required by the charity.	Application
E	Be prepared for travel to events and work outside of normal working hours. TOIL will be provided in most circumstances.	Application
E	Responsible for being up to date with and adhering to current policies, procedures, and relevant legislation.	Application
D	Car owner.	Application

The successful candidate will be expected to support the principles, values and objectives of The Grand Appeal.

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