Operations & Services Executive

Job Description

Job Title	Operations & Services Executive
Line Manager	Senior Operations & Services Executive
Location	30-32 Upper Maudlin Street, Bristol BS2 8DJ
Terms	Permanent, Full-Time
Salary	£26.5k to £28kDOE

For over 30 years, Wallace & Gromit's Grand Appeal has helped to transform children's healthcare in Bristol, funding pioneering treatment, facilities and research at Bristol Children's Hospital (BCH) and the Neonatal Intensive Care Unit at St Michael's Hospital (NICU).

By uniting philanthropy with world-class medicine, the charity enables clinicians to deliver exceptional care and improve outcomes for babies and children across the South-West and beyond. Alongside this, we operate three family accommodation houses, giving parents and families somewhere to stay close by, where we can support them during their child's stay in hospital. Our long-standing partnership with Aardman underpins the charity's national profile and reach.

We are looking for a positive, enthusiastic and highly organised individual to join our Operations & Services Team in a varied, hands-on role.

The successful candidate will provide a warm, welcoming and supportive environment for families, patients, donors, supporters and visitors, while taking an active role in delivering our charitable work for Bristol Children's Hospital (BCH) and the region's Neonatal Intensive Care Unit (NICU)

The role includes operating the retail shop in our HQ opposite Bristol Children's Hospital, supporting the day-to-day running of our busy office and taking over the delivery of a small portfolio of charitable projects for BCH and NICU. You will work closely with a great team at The Grand Appeal and with children's hospital and NICU staff to ensure that projects are delivered efficiently, resources are used effectively and practical support reaches the people who need it.

We are looking for someone who enjoys working with people, takes pride in providing excellent customer service and has the initiative and determination to get things done. You will need to be adaptable, well organised and confident in managing competing priorities, with a willingness to take responsibility and contribute wherever needed.

Applicants should have at least two years' experience in a customer-facing role and be able to demonstrate strong organisational skills, a proactive approach and a genuine commitment to the work 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 as well as bringing enthusiasm and positivity to all elements of the role, using initiative and self-motivation to drive success.

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KEY RESPONSIBILITIES

Customer Service & Retail

- Provide a warm, friendly and professional welcome to families, patients, hospital staff, donors, supporters and visitors, both in person and through telephone and email enquiries.
- Respond positively and helpfully to enquiries, taking responsibility for resolving issues or directing people to the appropriate team.
- Look after the day-to-day operation of the retail shop in our HQ, including customer service, merchandising, stock management and financial reconciliation.
- Manage incoming and outgoing post and shared email inboxes, ensuring enquiries and correspondence are dealt with promptly and effectively.

Delivery of Charitable Projects

- Take responsibility for the coordination and delivery of a small portfolio of charitable projects supporting the children's hospital and NICU.
- Work proactively with the wider Operations and Services team, hospital staff, suppliers and colleagues to ensure projects progress efficiently and are delivered to agreed timescales.
- Support the effective procurement of goods, equipment and services, ensuring value for money and timely delivery.
- Build and maintain positive working relationships with hospital teams, developing a good understanding of their work and the support provided by The Grand Appeal.
- Maintain accurate project records.
- Contribute to the wider delivery of our charitable activities and support for children, families and hospital staff.

Office Operations & Other tasks

- Co-ordinate an effective office environment, keeping it safe, tidy and well-maintained, including waste management.
- Take responsibility for day-to-day office requirements, including supplies, equipment, IT and telephone support and maintenance.
- Carry out other tasks and duties as required to support colleagues in the wider team.
- Represent The Grand Appeal at events and activities as requested.

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PERSON SPECIFICATION

Experience and Knowledge

- A minimum of two years' experience in a customer-facing role, demonstrating excellent customer service and the ability to deal confidently and positively with people.
- Experience of organising work, managing competing priorities and taking responsibility for completing tasks independently.
- Experience of supporting or coordinating projects, activities or operational services.
- Retail experience would be an advantage.

Skills and Abilities

- A warm, friendly and approachable manner, with a genuine enjoyment of helping people.
- A positive, practical and proactive approach, with the confidence to use initiative, solve problems and get things done.
- Excellent organisational skills, attention to detail and the ability to manage a varied workload effectively.
- Strong communication and interpersonal skills, with the ability to build good working relationships with colleagues, families, supporters and hospital staff.
- A strong sense of personal responsibility and commitment to completing work to a high standard.
- The ability to work independently, while contributing positively and flexibly to a busy team.
- Enthusiasm, adaptability and a willingness to help wherever needed.
- A commitment to the purpose, culture and values of The Grand Appeal.

Other Requirements

- Willingness to work flexibly and support colleagues across the the wider team.
- Commitment to personal development and undertaking relevant training.
- Willingness to travel to events and work occasional evenings and weekends when required (TOIL provided in most circumstances).
- Commitment to keeping up to date with relevant policies, procedures and legislation, including data protection

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the charity. All job descriptions are non-contractual and give a sense of the broad scope of the role and so include a level of flexibility. While they list some key tasks, there will also be tasks that arise, and which can be reasonably expected of the role.

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Our Team Culture & Values

Top talent:
We seek to recruit and nurture top talent in every team.

Championship teams:
We work together to deliver results we'd be unable to achieve on our own.

Mission first:
Our work for Bristol Children's Hospital (BCH) and Neonatal Intensive Care Unit (NICU) is of paramount importance and remains our focus at all times. We ensure that our culture is harmonious, friendly and supportive so that we stay focused on achieving our goals.

Community focus:
Our Grand Appeal community is at the heart of everything we do. We build lasting relationships by being open, transparent and trustworthy.

Positive energy:
We are determined, optimistic and ambitious.

Ambition, innovation and brilliant execution:
We collaborate and develop efficient, effective and creative strategies to help us deliver our team goals and the Charity's Primary Purpose. We always strive for high-quality work and action.

Clear communication:
We are direct and always strive to explain what we mean in clear, transparent language. We understand the importance of accurate drafting, use of language, and prompt sharing of information to improve collaboration and productivity.

Responsibility:
We each take responsibility for our actions. We share successes and failures as a team. We acknowledge excellent performance in others. We encourage improvements across the organisation even in ways that are not explicitly part of our job.

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WHAT WE OFFER

At The Grand Appeal, you'll join a friendly, talented and supportive team of around 45 people, who share one mission: making a difference for sick children and their families. We offer a creative, inspiring workplace opposite Bristol Children's Hospital.

We offer:

- Competitive salary
- Generous holiday allowance
- Healthcare plan (after probation)
- Pension scheme (including salary sacrifice option)

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

Complete the application form and send to jobs@grandappeal.org.uk with a copy of your CV.

The closing date/time for applications is 5pm on 30 October 2026. We may undertake rolling interviews prior to this date.

For an informal discussion, please contact Gemma Lee or Helen Bromley on 0117 927 3888 or jobs@grandappeal.org.uk

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