



3rd August 2022

Dear Applicant,

Thank you for considering the **Operations and Facilities Officer** role with Redthread. We are a team of compassionate, collaborative, and courageous professionals, committed to empowering young people to change their lives. This [animation](#), created with our Youth Ambassadors and this clip from [BBC News](#) will give you a taster of what we do every day.

This is a great opportunity to work at the heart of our team, leading on the facilities management of our small but busy head office (25 staff) and providing operational support to senior management, frontline practitioners, based in hospitals spread across the UK, and various head office teams.

The Operations and Facilities officer keeps everything running smoothly in a calm and friendly way. We are looking for an enthusiastic individual who is highly organised, can set up and maintain systems and processes, has some experience of office management or admin/operation support, and is excited to build relationships with our wider team.

We are a small but constantly growing team where individuals can make a big impact on the development of the organisation. You'll work closely with and be supported by our wider Finance, Operations, and People team in this multi-faceted role with cross organisational responsibilities for Health and Safety, Data Protection, HR & Recruitment, Induction of new employees, and event support.

You'll be based at our head office in Victoria, with the option to work regular days from home, depending on the needs of the team.

In return, the successful candidate will receive a competitive salary, a supportive and flexible working environment, excellent staff training and development package and access to a range of employee benefits including enhanced annual leave and family leave entitlements, employer pension scheme contribution, enhanced employee assistance programme services and more.

The offer of employment is conditional on satisfactory pre-employment checks. Redthread is not a Home Office-licensed visa sponsor, evidence of the right to work in the UK will need to be provided at Interview stage.

#### **How to apply:**

If this sounds like the right role and organisation for you, apply by following the link below. This will take you to our recruitment platform Beapplied, where you will be able to fill in a short application and upload a CV. To ensure we fairly assess applications, CV's will not be reviewed initially.

We will accept applications until **10am on Tuesday 23<sup>rd</sup> August 2022**.

**Apply Now:** <https://app.beapplied.com/apply/ltz077vvkn>

**Please note:** If we receive a high number of applications, we reserve the right to close the advert before the closing date. Therefore, early applications are encouraged.

- 1) Shortlisted candidates will be invited to an in person interview with the Redthread team on the 29<sup>th</sup> of August.

We would like this role to start as soon as possible. We will provide comprehensive training and induction.

### **Equity, Diversity and Inclusion**

Redthread are proud to be an equal opportunities employer that values the contribution each individual makes to our work. We strive to build a diverse and inclusive working environment where all staff feel valued, respected and empowered to be who they are at work.

We aim to achieve a workforce that is diverse regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status and one which reflects the communities and young people we support.

We recognise that in particular people from Black and Asian communities and other minoritised ethnic groups are under-represented in the charity sector, as are those with disabilities. We welcome and encourage people from these historically excluded groups as well as those who identify as male to apply for this opportunity.

**We are committed to taking an inclusive approach to recruitment and selection whilst ensuring there is no discrimination in our processes and that our team and prospective employees are treated fairly, with respect and without bias.**

Reasonable adjustments to the interview process can be made to accommodate additional requirements. Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process. For more information, please contact [applications@redthread.org.uk](mailto:applications@redthread.org.uk) or call our HR team on [020 3744 6888](tel:02037446888)

## Safeguarding

Redthread puts safeguarding at the forefront of all its activities. The successful applicant will demonstrate their firm commitment to effective safeguarding, child protection practices and high professional standards around all safeguarding issues.

Any Employment with Redthread will be subject to the following pre-employment checks prior to your start date:

- a satisfactory police record check to include a Disclosure and Barring Service (DBS) check and/or an International Criminal Record Check (If applicable)
- receipt of satisfactory references
- at least 1 face to face interview for frontline roles
- proof of and continuous eligibility to work in the UK

Full details on the pre-employment screening process can be requested from [applications@redthread.org.uk](mailto:applications@redthread.org.uk)

We look forward to receiving your application.

Kind regards,



Tracey Burley  
CEO



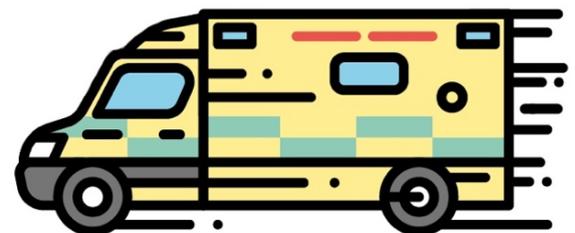
## Redthread's Services

### Youth Violence Intervention Programme

Redthread empowers young people to thrive as they navigate the challenging transition to adulthood by integrating trauma-informed youth work into the health sector. Whether a young person has been the victim of a stabbing, is seeking support for anxiety, has suffered a sexual assault, or wants to find a new home beyond the reach of a gang, we support them to overcome the challenges they face through our dynamic youth work programmes.

Every year thousands of young people find themselves in hospital A&E departments as the victim of serious youth violence. Redthread's Youth Violence Intervention Programme embeds youth workers in hospitals to intervene with these young people. The teams meet the young patients as soon as they can: in the A&E waiting room, on the ward, or even in the resuscitation bay. We believe that this moment of intense crisis, when the young person is nursing a serious injury in the daunting environment of a busy hospital, often alone, can be a catalyst for pursuing positive change – a 'teachable moment'.

Our teams build rapport with the young people, mentor and advise them, and support them to make long-term positive plans to break away from cycles of violence and offending. Problems include exclusion from education, employment or training, a lack of stability in housing, mental health concerns, unstable relationships and reprimands due to criminal activity. Redthread capitalise on our partnerships to ensure long-term work and change is possible



for each young person. The teams make well-judged referrals on their behalf and accompany them to initial meetings to ensure transition is smooth. This work disrupts the cycle that can too easily lead to devastated communities and an exhausted healthcare and justice system.

We have teams in three of London's four Major Trauma Centres and commission a service in the fourth. In 2018 we launched services in Queen's Medical Centre in Nottingham, in Queen Elizabeth and Heartlands Hospitals in Birmingham, and in Homerton Hospital in Hackney. We expanded our service to UCLH in early 2020, and have launched in Croydon University Hospital, University Hospital Lewisham and Queen Elizabeth Hospital, Woolwich this year during the pandemic.

### **King's Adolescent Outreach Service (KAOS)**

On any day, across King's College Hospital sites, at least 20 adult beds are occupied by young people aged 16 to 24. These young people have specific medical, emotional, legal, and social needs which we know from user feedback are not being met. The KAOS team help support the medical and surgical teams on adult wards to care for young people in an age-appropriate way.

KAOS was launched at King's in April 2018. It comprises of a core team of two lead clinicians, two youth workers and a wider team of forty health care professionals from different backgrounds, all with an interest in optimising care for young people. The service operates in working hours and not at weekends. This is an exciting opportunity to help develop a much-needed service for vulnerable young people.

**Outside of the hospital**, we deliver The Social Switch Programme in partnership with Social Business Catch22- amongst other things, this programme trains frontline professionals to understand and address social media in their work with young people.



"I need this don't I, this is an opportunity for me; to be able to work with you, any of you, could change things for me. I'm ready for that. I'm in! You don't need to ask me again - I'm 100% on board, whatever I have to do. I'm doing it."

#### **A young person's reaction to being introduced to the service**

"I've seen first-hand how our hospitals provide a unique moment to engage with young people. Redthread have helped thousands of Londoners - and I'm proud to support their work."

**Sadiq Khan, Mayor of London, June 2019**

"That could have been the worst thing that happened in my life, but you made it one of the best."

#### **A young person's comment on their experience of our service**

## Operations and Facilities Officer Job Description

<b>Post Title:</b>	Operations and Facilities Officer
<b>Work area:</b>	People and Operations
<b>Responsible to:</b>	Operations Manager
<b>Salary:</b>	£28,440 + benefits
<b>Location:</b>	This post will be based at Redthread's main office in Victoria, London, with some flexibility for home working and regular travel to other Redthread project locations.
<b>Contract:</b>	Permanent
<b>Hours of work:</b>	37.5 hours a week. The nature of Redthread's work means that occasional evening and weekend working is required.

### Purpose of the Post

- Assist the Operations Manager in managing and administering Redthread's operational services, resources, facilities, and infrastructure.
- Support strategic projects and the wider Redthread team to carry out their roles effectively.

### Main duties and responsibilities

#### Operations & Facilities

- Lead on the day-to-day office management at Redthread's head office.
- Assist in maintaining effective administrative processes and systems in the Redthread offices.
- Account manager facilities and IT suppliers e.g., internet, IT support, office maintenance
- Set up Laptops, Phone and IT and communication systems for new starters
- Order office supplies and equipment, project resources, and furniture within budgetary constraints (to include mobile phones, Oyster Cards etc), maintaining the asset register.
- Maintain supplies of team t-shirts, sweatshirts and manage the process of issuing to new team members/replacements as required.
- Manage the Head Office desk bookings system
- Be the main point of contact for ordering Redthread branded materials and ensuring that the Redthread identity is maintained in a coherent fashion.
- Support, administer and contribute to improvement and development projects across different workstreams, teams and funded projects as required.
- Responsible for coordinating destruction and retention actions within team remit.

- Assist in the review and improvement of existing IT and systems. Proactively finding ways to improve operational efficiency and streamline workflows
- Support the review and dissemination of Redthread's operational policies as required
- Provide Admin support to Finance & Operations team where required
- Assist with the coordination of the GDPR working group its actions and support the Operations Manager with Subject Access Requests.
- Manage Redthread's external facing public inbox and phone lines
- Book travel as required for Redthread team.
- Support Health and Safety compliance at Redthread's head office, including acting as a first aider, arranging regular PA testing and following up any concerns raised by colleagues.

### **Meeting, Event & Comms Support**

- Support the Operations Manager and Communications team with the organisation and co-ordination of the annual HIVE conference.
- Provide admin support to team days and special events.
- Book appropriate external venues for staff workshops, meetings and interviews as required.
- Support with logistics and organisation of both online and in-person Redthread workshops and events
- Assist in the coordination of SMT diaries on an adhoc basis
- Support the coordination of external speaking event requests.
- Help with the preparation, design, proof reading and printing of various documents.

### **People Management Support**

- Support the HR Officer to facilitate interview days when needed.
- Support with new starter checks/references, onboarding set-up and first-day induction.
- Support the HR Officer to administer Recruitment activities when required.
- Administer the system for applying for and renewing honorary contracts for team members with the relevant hospitals/NHS trusts
- Support staff wellbeing projects
- Support Operations Manager with set-up and roll-out of Learning Management System

### **General**

- Actively participate in staff meetings, session evaluations, supervision/reviews, training sessions and planning sessions, including contributing to Redthread's on-going development, with ideas for new projects and suggestions for existing projects
- Assist in maintaining good working relations with Redthread's stakeholders, project partners and other agencies
- Assist the team in ensuring that all Redthread policies and procedures are followed, including Health & Safety, Safeguarding, Data Protection and Equal Opportunities. Report any concerns to an appropriate member of the SMT.
- Carry out any other reasonable duties that may be required to meet the needs of the organisation and its projects.

## Person Specification

The below criteria do not necessarily have to have been in paid work, please do think about your voluntary, family and lived experience when considering them.

	Essential	Desirable
Experience	<ul style="list-style-type: none"> <li>• Experience in a comparable administrator/office manager role with similarly diverse responsibilities</li> <li>• Building successful relationships with many and varied individuals and organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a charity</li> <li>• Experience of supporting a range of functions.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Understanding of busy office environments and the systems, processes and proficiencies they need to operate most effectively, including budgets, health and safety and IT systems.</li> </ul>	<ul style="list-style-type: none"> <li>• knowledge of GDPR and how it applies to all aspects of Redthread's work.</li> <li>• knowledge of HR best practice, including safer recruitment.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• A high standard of organisation, efficiency, and prioritisation of tasks.</li> <li>• Able to teach and train others</li> <li>• Able to use Word, Excel, and PowerPoint</li> <li>• Able to master new IT, programmes, and systems quickly.</li> <li>• Ability to problem solve on the go</li> <li>• high-level literacy and numeracy skills.</li> <li>• Outstanding attention to detail, with a commitment to consistent high quality.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Self-motivated with ability to work flexibly and manage competing demands, deadlines, and varied projects simultaneously.</li> <li>• Ability to engage a wide range of people.</li> <li>• Excellent team-working skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Working on Mac-based IT systems</li> </ul>
Qualifications		<ul style="list-style-type: none"> <li>• A Health and Safety related qualification</li> </ul>
Professional skills	<ul style="list-style-type: none"> <li>• Enthusiasm for Redthread's work</li> <li>• Approachable, self-motivated, and committed to continuous personal development</li> <li>• A commitment to and understanding of equal opportunities as they apply to all aspects of Redthread's work</li> </ul>	

**This job description is not exhaustive and is subject to review in consultation with the post holder and according to future changes/developments within the organisation**

## EMPLOYEE BENEFITS AND TERMS AND CONDITIONS

### Salary

Circa £28,440 per annum + benefits. We offer competitive salaries which are regularly reviewed, and we're proud to be a living wage employer.

### Contract

Permanent.

### Place of work

The post will be based primarily at Redthread's head office in Victoria with the option to regularly work from home if desired depending on the needs of the team. There will be the need for regular visits to Redthread's main offices and other projects and activities that take place at various locations across London and the UK.

### Hours of work

37.5 hours per week. The nature of Redthread's work means that regular evening and weekend working is required. You will be required to work shifts to ensure that the team cover from 7:30am to 9pm each day between them.

### Probationary period

The post is subject to a six-month probationary period.

### Annual leave

The holiday entitlement is 26 days leave each year, plus the bank holidays. An extra one day's holiday per year is given for each full year worked, up to a maximum of five additional days. Employees can also carry over three days leave entitlement (pro-rata for part-time employees) into the next holiday entitlement year.

### Enhanced family leave entitlements

We offer employees enhanced maternity, paternity and adoption leave and pay after one year of completed service.

### Workplace Pension Scheme

We offer membership of a workplace pension set up with The People's Pension, and employees are eligible to be auto enrolled after three months' service. The employee's minimum pension contribution rate is currently 3%. Redthread's contribution rate is 5% higher than the employee up to a maximum of 8%.

### Enhanced Sick Pay

The entitlement to enhanced sick pay is service-related, starting with one-week full pay and one-week half pay.

### Employee Assistance Programme (EAP)

We offer an *enhanced* Employee Assistance Programme, which offers free, 24/7 confidential helpline services (accessed either by phone and/or online) including structured counselling services and practical resources aimed to support your work-life balance. In addition, some aspects of the EAP service are also available to share with an employees' dependants including their partner.

### Tax-free Childcare scheme

You are entitled to sign up to the Government's Tax-Free Childcare (TFC) scheme at <https://www.gov.uk/tax-free-childcare>

### **Cycle to Work Scheme**

We offer a Cycle to Work scheme which enables savings on the cost of a new bike and accessories for employees wishing to cycle to work for all or part of their journey. Employees can sign up after one month's service.

### **Safeguarding**

Redthread puts safeguarding at the forefront of all its activities. The successful applicant will demonstrate their firm commitment to effective safeguarding practises and high professional standards around all safeguarding issues.

### **Learning and Development**

We are committed to supporting everyone who works for Redthread to develop their professional skills and to achieve their full potential. Alongside a Professional Development Plan's (PDP) all staff are offered up to six Continuing Professional Development (CPD) days per year to meet their goals. Redthread run a comprehensive curriculum of in-house core training for all frontline staff.

### **Equal Opportunities**

Redthread is committed to the fair treatment of its staff, potential staff or users of its services, regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status. We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.

At Redthread, we're currently exploring new ways in which we can improve our overall approach to equality, diversity and inclusion whilst continuing to build an organisational culture where all colleagues feel valued, respected and empowered to be who they are at work.

Our EDI networking forum provides opportunities for staff to contribute to the future development of Redthread's new EDI strategy. The forum also supports the organisation to coordinate and deliver actions around equity, diversity and inclusion such as bias training, inclusive leadership, virtual workshops, events, accreditations and more.

### **Please note:**

Any offer of employment will be subject to continuous eligibility to work in the UK and satisfactory pre-employment screening which for frontline staff includes an Enhanced DBS Check. Full details on the pre-employment screening process can be requested from [applications@redthread.org.uk](mailto:applications@redthread.org.uk)