



We're recruiting an Operations Coordinator!

Job Description

Position Title: Operations Coordinator

Reports to: CEO

Salary full time equivalent: £31,000 - £32,070 depending on experience.

Hours: 3 days per week, 22.5 hours.

Contract: Permanent Contract.

Based at: Easton Business Centre, Felix Road, BS5 0EH

Deadline for Applications: 16th August 2023

Interviews: W/c 28th August

Start date: ASAP

The Organisation

Project MAMA is a support service launched in March 2018, offering antenatal, birth and postnatal support to birthing people who are asylum seekers, refugees, or have experienced displacement. We have supported upwards of 150 women in Bristol through linking mamas with specialist mother companions who provide nurturing support to those who have overcome significant adversity on their journey to parenthood, often experiencing multiple vulnerabilities and systemic discrimination.

A note on language: Throughout this role description we refer to 'mama'. We use the word mama as it is recognisable to people from different cultural and language backgrounds to denote people who are pregnant or that have given birth, regardless of gender identification. We follow our client's lead with how they identify and which pronouns they use.

The Role

The Operations Coordinator is crucial to ensure Project MAMA has the structural resources to provide vital maternity support to pregnant women and new mothers who have been displaced. The Operations Coordinator fulfils a wide variety of administrative tasks that are essential to running Project MAMA successfully. Key responsibilities include financial and data management, monitoring and evaluation, fundraising support, report writing and general office tasks. As such, the Operations Coordinator works in collaboration with every member of staff, devising, streamlining and implementing strategies and procedures across the organisation.



Mission

We believe that every woman and birthing person has the right to give birth safely, make their own empowered choices, and receive the support they need for a positive birth and early parenting experience.

Values

Solidarity We show active solidarity with marginalised migrant mamas through recognising that, though our struggles are not the same struggles, we share the same hope for the future. Through our commitment, work and compassion we meet the diverse needs of those we serve.

Radical nurturing Our trauma-informed practice is built on the fundamental belief that all birthing parents-to-be need compassion, support, care, and space leading up to the birth of their children. It is our belief that women and birthing people have the right to be supported through their pregnancy and beyond in order to harness their power and to give birth safely, in spite of political barriers.

Bolstering of resilience Despite the serious challenges that mamas face, we recognise displaced people often exhibit tremendous strength and resilience. Mamas accessing our service come from incredibly diverse cultural backgrounds which hold knowledge of valuable birthing practices. We honour their rich lived experiences, culture and knowledge and promote this in the work we do.

Cultivating Community Project MAMA is informed by the community it serves. Connecting mamas in a safe space allows for peer support and supportive friendships to thrive. It supports the building of an interdependent community where bonds are made through the shared experience of being and becoming mothers.

Championing Cultural Safety We practice in a way that promotes shared respect and a person's unique identity, with a focus on trust, transparency and what they need to feel both



emotionally and physically safe. We examine our own cultural identities and attitudes and are open-minded and flexible in our attitudes towards all people.

CORE DUTIES AND RESPONSIBILITIES

In finance management, the Operations Coordinator will:

- Assist with devising and implementing finance systems.
- Be the main contact for PM's bookkeepers and lead on any day-to-day financial activities including managing petty cash, providing payroll information, making all payments, and processing invoices, receipts, donation reports and expense claims.
- Create annual and project budgets in collaboration with project leads and the CEO.
- Manage budget allocation and changes to budgets in collaboration with the CEO.
- Provide monthly management accounts for the CEO and board of Trustees.
- Support the Treasurer with creating financial forecasts and the annual report for the Charity Commission.
- Create spending reports for funders.
- Attend regular finance meetings.

In fundraising, the Operations Coordinator will:

- Maintain the fundraising database in liaison with the Fundraising Coordinator and fundraising volunteers.
- Help to identify funding gaps and ways to address these.
- Support the Fundraising Coordinator with writing funding applications and reports
- Devise fundraising strategies (eg. donor retention and communication) in liaison with the Funding Coordinator and CEO.

In monitoring & evaluation, the Operations Coordinator will:

- Design and implement M&E systems in collaboration with the project leads and CEO.
- Create training materials for volunteers and project leads on M&E.
- Gather and analyse data in collaboration with project leads to help strengthen and improve projects.
- Work with partner agencies to devise M&E systems for existing partnership funding.
- Write reports for trustees and stakeholders in collaboration with other members of staff.

Other Operational Tasks

- Support the CEO with recruitment including attending interviews and administrative tasks.



- Assist in devising and implementing operational strategies to facilitate a more streamlined workflow, improve adaptability to changing circumstances.
- Write organisational policies.
- Support the Fundraising & Communications Coordinator in managing the online shop.
- Lead on general administrative tasks such as organising team training, purchasing office supplies and tracking team members annual leave allowances.

As part of the role, you will regularly be attending internal and multi-agency meetings either online or in-person. In addition, you may be requested to undertake any other duties as required by the organisation.

PERSONAL SPECIFICATION

Essential requirements

- Significant and demonstrable project management skills and experience including M&E;
- Excellent IT skills, including word processing, and using databases, spreadsheets and CRM systems;
- Experience using accounting management software such as QuickBooks, producing reports and managing budgets;
- Good understanding of charity finance, managing salary and expenses information for payroll agency;
- Significant experience working with a CEO/board with strategic financial planning, budgeting and reporting;
- Experience in writing grant applications and reports for funders;
- Skill in thinking strategically, while managing competing priorities;
- A good understanding of cultural competency, anti-discriminatory practice and equal opportunities in relation to colleagues and clients;
- Commitment to the work and vision of Project MAMA and willingness to carry out the policies and procedures of Project MAMA and to work to agreed guidelines and codes of conduct;
- Awareness of, and commitment to, the objectives and values of Project MAMA.
- Commitment to refugees and insight into their experiences, needs and hopes.

Desirable

- Experience in writing organisational policies
- Experience in managing staff and volunteers



- Good understanding of maternity care for women and birthing people
- Good understanding of multi-agency/whole-systems ways of working
- Experience of developing innovative service models
- Lived experience of disadvantage or any of the challenges facing the people we work with.

We particularly encourage applications from people with lived experience of migration and/or displacement and those who are currently underrepresented in the UK charities sector, including people from lower socio-economic backgrounds, LGBTQ+ people, people from diverse ethnic and cultural backgrounds, people who experience racism, disabled and neurodivergent people. Project MAMA is currently undertaking some careful reflective work with a view to ensuring our policies, recruitment process and working culture are aligned with our commitments to radical support. If you do not feel like you fulfil all the requirements but are interested in the role, please do contact us to discuss with a member of the relevant team. Where possible, we will offer an informal Zoom session to find out more about the role and you will have the opportunity to ask questions.

To apply:

Submitting your application

Applications must be submitted using the application form supplied by Project MAMA which is available from the website (projectmama.org) and submitted as a **Microsoft WORD** document sent as an email attachment. Please **do not submit PDF's**, or any other document format.

Please **do not send CVs or detailed covering letters** as only information that is contained within the application form itself will be used when we shortlist candidates.

The employment of an applicant is contingent on satisfactory references and an enhanced DBS check.

Registered Charity Number 1182112