

# Unlocked

# INFORMATION PACK

## Office coordinator

## October 2021

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Charity No: 1187552 | Company No: 11448853

## OFFICE COORDINATOR: KEY FACTS

Reports to	COO
Location	London (NW1)
Salary	£30-32,000
Start date	ASAP
Closing date for applications	22nd November, 9am

### About Unlocked

Thank you for your interest in Unlocked Graduates, and the role of Office Coordinator.

Unlocked Graduates exists to break cycles of reoffending, with particular focus on breaking the link between disadvantage and reoffending. Currently prison is not a place which successfully does this: the average prisoner has 16 previous convictions and 48 percent of prisoners reoffend within a year of release. This is the problem which Unlocked Graduates exists to fix.

Prison officers are the agent of change for many prisoners. Of all the staff in prisons, they spend the most time with prisoners, they set the prevailing culture in prison, and we know that the most effective prison officers have a hugely positive impact on prisoners. Unlocked Graduates develops outstanding individuals to lead rehabilitation, and in doing so raises the status of the prison officer and makes the frontline of prisons a place where cycles of reoffending can be broken. We have successfully recruited, trained and placed five cohorts of over 500 extremely high potential graduates into prisons across the country. We are listed in the Times Top 100 Graduate programmes and feedback on our participants has been extremely positive: they are doing a great job.

Over the next few years, we are planning further expansion. We want to do more work in the prisons we are in, and work with more prisoners in more prisons.

We need to be exceptionally high performing because the work we do is both extremely challenging and massively urgent. We aspire to have deep impact on the landings of individual prisons, but also breadth of impact through the whole sector, and society at large.

If this sounds like a challenge you are keen to meet, then please do apply.

## The role

At Unlocked, the Office Coordinator is invaluable. The organisation simply would not function without them. We have around 40 staff, all of whom are reliant on the Office Coordinator to do their jobs brilliantly and make an impact. This ranges from welcoming new starters, to ensuring equipment is functioning; from checking information security compliance to arranging exciting staff wellbeing events.

The Office Coordinator is a varied role: it encompasses a wide range of operational and logistical duties but also has a huge amount of interpersonal work with staff and others. We have three offices: our main London office, and two small offices in Manchester and Birmingham. As an organisation that supports agile and flexible working, we also have staff working from home. The Office Coordinator would support all these working locations, with the focus primarily being the core London office.

## KEY ACCOUNTABILITIES

### Premises and office management

- Maintain safe, efficient, fit for purpose offices that are a joy for staff to work from.
- Build strong, positive relationships with staff using the office; communicate our expectations of staff in the office clearly and effectively.
- Act as the main liaison point with building managers; oversee day-to-day office contract management.
- Lead on office space procurement, including cost comparisons and viewings, when new office space is needed.
- Key point of contact for office support contractors, and for premises and office queries.
- Day-to-day management of the office running and budget, including maintenance, office materials such as printer supplies and stationery.
- Act as Fire Warden and First Aider (full training provided).

### IT & compliance

- Act as key point of contact with our outsourced IT provider.
- Support staff with day-to-day IT issues and queries.
- Manage the provision of IT equipment, including maintenance, setup and issuance.
- Work with outsourced experts to ensure ongoing organisational compliance with ISO27001 and Cyber Essentials.
- Communicate IT policies effectively across the organisation, including arranging training where necessary.

### Executive assistant

- Provide diary management and secretarial support to the CEO and SLT.
- Organise travel and accommodation arrangements.
- Coordinate whole staff events including away days.

## Supporting people and culture

- Promote an inclusive culture, and play an active role in implementing diversity and inclusion measures.
- Lead on HR compliance administration, including pre-employment checks, issuance of employment contracts for new starters.
- Coordinate the administration of our internal recruitment, supporting recruiting managers with the process.
- Run onboarding and inductions for new starters.
- Support the Head of Finance with payroll administration, including collation of time sheets for sessional workers.
- Coordinate staff wellbeing activities and events and contribute to a positive staff culture.

## PERSON SPECIFICATION

No specific experience is required for this role. Your skills, dedication to the role, and excitement about our mission is far more important.

### Mission alignment

- Care intensely about what Unlocked is trying to achieve.
- Believe a brilliant operations team can make a transformative difference to the impact staff can have, and be excited to contribute to that.
- Understanding of the importance of diversity and inclusion, passionate about embedding this in all of our work.
- Refuse to accept unnecessary bureaucracies: believe in freeing our staff to excel.
- Believe every problem can be solved, bounce back quickly from setbacks and use them as opportunities to learn.
- Hold yourself and others to account, always remaining open to learn from others

### Experience

- Experience working within a team.
- Proven ability to work effectively and efficiently in varied contexts.

### Characteristics and skills

- Personable and professional, able to build professional relationships with a variety of staff and other stakeholders.
- Excellent written communication skills including in emails, whole-team briefings, minute-taking, and short reports.
- Detail focused and organised. You must display excellent attention to detail in writing, when organising logistics, and in ensuring compliance / completion of tasks.
- Able to take initiative and accountability, stepping in when something could be better.
- Trustworthy and able to maintain confidentiality when dealing with sensitive operational issues.
- Right to work in the UK.

## DIVERSITY AND INCLUSION

The communities that we exist to serve are diverse, and to thrive in our work towards our mission, we must be too. We believe that diversity simply makes for a stronger team. We therefore aim to create a workplace that is welcoming for all, inclusive of ethnicity, disability, age, religious belief, marital status, pregnancy, sexuality or gender.

Currently our team is too homogenous, particularly when it comes to ethnicity. We are therefore actively seeking applicants from Black, Asian and ethnic minority backgrounds for this role.

We are also keen to see more applications from people who have been in prison.

To remove bias where possible, we blind assess candidates for interview based on their relevant skills, qualifications, or experience.

## WHY WORK FOR UNLOCKED?

First and foremost, Unlocked offers the satisfaction of working for a high performing and exciting organisation which is actively making an impact on one of the most challenging social justice issues which exists in our society today.

We want Unlocked to be a great place to work. What we are doing is difficult. We have high levels of challenge, and to make sure we achieve what we need to, we need excellent people who will welcome the opportunity to become brilliant at what they can offer the organisation as well as come up with great ideas to make us better. Because our organisation is small, the scope of work is comparatively large compared to most similar organisations. This means you will have more opportunities and get more senior experience than in a bigger organisation.

These demands also mean we want to offer higher levels of support. With that in mind, all employees at Unlocked are offered the following core package of benefits.

Holiday	<b>27 days annual leave</b> plus (by CEO discretion) office typically closes from 25 December to 1 January
Pension	We offer <b>10 percent employer contribution</b> even if you make no employee contribution. You can also opt to pay more by salary sacrifice if you wish.
Flexibility	Fully <b>agile working</b> policy – our team can work when and where works best to deliver the requirements of their role.
Wellbeing	<b>Employee Assistance Programme:</b> monthly employee coaching from Sanctus, and a team of Mental Health First Aiders on our staff.
Health	<b>Gym membership:</b> discounted gym and fitness membership through Gympass. You can also opt to reduce the employer pension contributions to nine percent in exchange for a £30 a month gym membership subsidy. Cycle to work scheme
Development	We want all of our team to understand our mission and the challenges facing prison officers. You will have opportunities to <b>attend study days</b> with our participants and <b>visit prisons</b> to really understand our work.  We believe in <b>supporting people to develop the skills they need to be excellent</b> – whether this means funding external training, finding a mentor to support them or giving them the time to learn from others in the organisations through our regular CPD sessions.
Volunteering	<b>Want to volunteer</b> as a trustee or in some other capacity for a mission-aligned organisation? We support our team to take on these commitments without taking annual leave.
Our staff also tell us they like	Modern and professional <b>centrally located offices</b> in London, Manchester and Birmingham including perks like free coffee and fruit deliveries.  For staff <b>working at home</b> we support them to create a workspace and provide technology that enable them to work effectively.  Regular opportunities to <b>get together as a whole staff</b> and in your team, including away days, social events and other <b>development events</b> .

## HOW TO APPLY

Please apply using our recruitment platform, BeApplied, using this link:

<https://app.beapplied.com/apply/h4z7wejk27>

You will be required to answer three written questions and upload your CV.

The deadline for applications for this role is 22nd November at 9am.

First round interviews will be held in the week commencing 29th November.

For more information about the role, please email the COO,

[bodil.isaksen@unlockedgrads.org.uk](mailto:bodil.isaksen@unlockedgrads.org.uk).