

# Operations Officer

DATE:

August 2020





# About

**Spark Inside runs coaching programmes in prisons across London and the South East, to encourage rehabilitation and reduce reoffending. Reducing reoffending benefits all of us. It means there is less crime, fewer victims, safer communities.**

We are one of the first organisations to take life coaching to 15- to 25-year-old boys and men, and to use systems coaching to bring together prison officers and prisoners in UK prisons. Established in 2012, we have worked with over 1,000 prisoners and prison staff, and have worked in eleven prisons, youth offender institutions and secure training centres, across London and the South East. We have won various awards, including a Commendation for the Robin Corbett Award for Prisoner Re-integration 2018, and were shortlisted for the Charity Times Award Best New Charity 2016.

The Conversation is our systems coaching programme that brings together large groups of prison staff and prisoners in a facilitated group coaching process to enhance their relationships, improve empathy, and support sustained, positive cultural change on prison wings. Evaluations of our systems coaching programme show an 81% increase in positive prisoner behaviour.

Hero's Journey™ is our structured life coaching programme for young people aged 15-25, in prison and through-the-gates, building their motivation to change, decreasing in-prison violence and creating a pro-social identity away from crime. Evaluation of our life coaching programme have shown it reduces reoffending by one third.

You can find out more about the impact of our coaching programmes at [www.sparkinside.org](http://www.sparkinside.org) and [Twitter](https://twitter.com/sparkinside).

**SPARK**  
**INSIDE**  
**COACHING IN PRISONS®**

*"I see a different approach in how they dealing with day-to-day issues. When you hear the officers' sides and see what they're going through, it's a struggle, and you begin to think 'you know what? It's not their fault.'"*

*Ollie, 24\*, The Conversation participant*



*"The life coaches saw the spark in me that I hadn't seen in myself for a long time, and it gave me hope that it wasn't too late to change. Now I've left prison for the last time and I'm not going back. I know I can make it."*

*Michael, 20\*, Hero's Journey™ participant*

# About the position

**Thank you for your interest in the role of Operations Officer at Spark Inside**

**Responsible to:** Head of Finance and Resources

**Length of contract:** Permanent

**Hours:** Full time - 35 hours per week

**Location:** Central London office with some remote working

**Salary:** £26,000 - £30,000

**Holiday entitlement:** 28 days plus Bank Holidays

# The role

The Operations Officer is responsible for the smooth running of the organisation. This role leads on Spark Inside's database, IT, office admin and health and safety and supports HR, finance and governance. This role is the go to organisational support and has in depth knowledge of the working environment. As the point of contact you will be the person giving the organisation's first impression.

# Main responsibilities

## OFFICE ADMIN

- Be the first point of contact for incoming calls and emails
- Lead on data entry and database record management in Salesforce
- Research and create recommendation documents on organisational needs, for example insurance and mobile phone contracts
- Lead on ordering the organisations stationery and supplies.

## I.T.

- Lead on developing Spark Inside's systems and stay on top of changes to keep Spark Inside at the forefront of technological changes
- Be the main point of contact for our external IT support company
- Create and manage cloud based storage systems
- Develop infrastructure to support Spark Inside as a paperless office.

## HEALTH AND SAFETY

- Undertake regular health and assessments of the office space and working areas
- Input on risk assessments for events

## GOVERNANCE

- Arrange quarterly Board meetings and sub committees
- Minute quarterly Board meetings
- Lead on induction of new Trustees to Spark Inside

## HR ADMIN

- Undertake all admin related to recruitment
- Lead on induction of new staff members
- Coordinate internal team meetings and team training

## FINANCE ADMIN

- Input invoices onto the accounting software, Xero
- Upload the monthly payment run onto the bank, CAF



# Skills and qualities

## KNOWLEDGE:

- Knowledge of implementing IT systems (desirable)
- Knowledge of Salesforce (desirable)
- Knowledge of organisational health and safety requirements (desirable)
- Knowledge of a paperless working system (desirable)

## SKILLS:

- Excellent IT skills
- Disciplined and organised, even under pressure and able to work on several activities at the same time and meet deadlines
- Excellent attention to detail

## EXPERIENCE:

- Proven ability to work with Excel and Word to advanced level

## QUALITIES

- An interest in and commitment to the values of Spark Inside
- Understanding of and commitment to Equal Opportunities





# Our values

## SPARK

We want to feel a strong sense of passion and 'spark' for everything we do. We commit to people, projects and partnerships that align with our values.

## HEART

We maintain an open mind and an open heart, and we always act with kindness and consideration.

## STICKABILITY

When the going gets tough, we stick with our participants, our projects and our commitments. We channel our grit and resilience to make it through challenges and we don't give up easily.

## IMPACT

Our impact on our participants is at the heart of every decision we make and it is how we judge our success, so we take evaluation seriously.

## LEARNING

We are humble, curious and constantly developing. We apply and share our learning to amplify our impact.

## INNOVATION

We celebrate creativity and design new ways of doing things, based on evaluation data and stakeholder feedback. We innovate to remain relevant to our participants' needs.

## EQUAL OPPORTUNITIES

*Spark Inside is committed to promoting equal opportunities in employment. Job applicants will receive equal treatment regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.*

*We welcome applications from those who hold a criminal record.*



# How to apply

To apply for the role, we require a covering letter (max 1 page) and a CV (max 2 pages). Your covering letter should: explain why you want this job; how your background and experience make you a suitable candidate; and outline relevant skills and knowledge.

**Your CV and covering letter should be returned by email to [opsofficer@sparkinside.org](mailto:opsofficer@sparkinside.org) no later than 9:00 on 21st September.**

Applications received after the closing date will not be considered.

Interviews will be held week commencing 28th September.

We look forward to hearing from you.





Who am I...

Funny  
Looks neat  
Fresh trainers  
A good man  
Loyal  
Smart  
Good example

Future

Family man  
Kids  
Mentoring  
Businesses

# Thank you

THANK YOU FOR YOUR INTEREST IN WORKING WITH US

To find out more about Spark Inside and the work we do, please visit our website or contact us below.

[www.sparkinside.org](http://www.sparkinside.org) | [opsofficer@sparkinside.org](mailto:opsofficer@sparkinside.org) | 020 3468 0706 | [@spark\\_inside](https://twitter.com/spark_inside)  
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