# OPERATIONS COORDINATOR

XLP is a vibrant youth work charity that helps shape bright futures for young people. We work across inner London to tackle poverty and educational inequality, offering long-term support to 11- to 25-year-olds in schools and local communities.

We are looking for someone flexible and well organised to keep our operations running smoothly. You will support the People and Culture Manager with HR administration and systems, look after two leased premises so visitors, staff and volunteers have a positive experience of XLP, and make sure our health and safety duties and maintenance plans are carried out by working closely with external contractors. You will also help coordinate internal meetings, training and team days so that staff feel valued and supported in their work.

We are looking for someone who enjoys working with staff, volunteers, stakeholders and contractors, who communicates clearly, and who brings strong systems and facilities experience with a sharp eye for detail and quality.

We are looking for someone who enjoys working with and enabling others, who communicates clearly, who brings strong systems and facilities experience with a sharp eye for detail, and is committed to continuous improvement.

This is a practical and varied role, ideal for someone who wants to help our charity live out its values through our culture and everyday practice.


We are a Living Wage Employer

XLP

# VALUES

## OUR MISSION

To engage in long-term relationships that empower young people from disadvantaged backgrounds to complete their education, avoid anti-social behaviour and ultimately become independent and confident contributors within their communities.


**WE PUT YOUNG PEOPLE FIRST**

**WE BELIEVE IN WORKING FOR THE LONG TERM**

**WE STRIVE FOR EXCELLENCE**

**WE WORK TOGETHER WELL**

**WE ARE ROOTED IN CHRIST**

These are the values that shape our community and drive our effectiveness. Candidates are required to support, uphold and sustain these values.

We are a Christian charity and are "faith-based, but not faith-biased," working with young people of all faiths and none. We are guided by the values of love, compassion, and helping others that come from Jesus' life and teachings. We use these principles to make a real difference in our communities.

Our staff team is dedicated to growing in diversity and inclusion, aiming to reflect the communities we serve. We welcome applications from all backgrounds, ethnicities, and genders.

We are proud to be an employer that puts Equity, Diversity and Inclusion at the core of all that we do, for the benefit of our employees and volunteers, our partners, and the communities that we work with. We are proud of our diversity and are therefore keen to receive applications from people who may be under-represented.

# WHAT YOU'LL BE DOING

## Operations Coordination

- Act as first point of contact for external visitors and callers to XLP;
- Coordinate responses to general email and website enquiries;
- Support the planning and set up of meeting room bookings, team days and training sessions;
- Manage the iHasco online training platform and monitor staff compliance;
- Provide operational and administrative support to the EA to the CEO and the Director of Operations as required.

## Premises Management and Health and Safety

- Lead on the day-to-day premises management of the All Hallows and Stratford Hub premises;
- Ensure maintenance plans for both premises are implemented and reviewed annually;
- Manage all Health and Safety obligations and compliance activities, keeping the Director of Operations informed of any gaps or emerging risks;
- Occasionally be on call to respond to buildings emergencies as part of an emergency rota;
- Manage external contractors effectively, securing good value for money and appropriate contract terms (e.g. Modern Slavery requirements);
- Provide training and support to staff where needed to ensure the smooth running of the XLP premises;
- Manage office equipment and supplies, including planning, purchasing and storage.

## People and Culture Administration

- Provide administrative and coordination support to the People and Culture Manager and the Director of Operations across recruitment, induction, training and minute-taking for meetings;
- Support the People and Culture Manager and the Director of Operations with the implementation of the HR information system project, and maintain accurate information and records on an ongoing basis.

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# WHAT YOU BRING TO THE ROLE

**What we're looking for:**
You will be passionate about creating positive futures for young people in inner-city London and you care deeply about ensuring that XLP is welcoming to its visitors, is well organised and is supported by effective and efficient systems that make it a great place to work for all its employees.

**Must Haves:**
- You get energy and joy from giving others the support and systems they need to get things moving;
- You get things done, achieve results, and work to realise the desired impact of a task or project;
- You are organised, enjoy managing projects, and take pride in completing tasks to a high standard and on time;
- You notice the small things, set high standards, and encourage others to do the same;
- You look for solutions, stay calm under pressure, and don't mind rolling up your sleeves in a small team;
- You can work independently, taking initiative and make clear proposals for decisions where needed;
- You communicate well and can build positive relationships with a wide range of people inside and outside XLP;
- You are confident in Microsoft Office and comfortable working with information systems and databases.

**Nice to Haves:**
- Experience in a similar role;
- Office administration or facilities management experience;
- Knowledge of health and safety legislation.

**Important Information:**
At XLP we believe everyone has a responsibility to promote the welfare of all children, young people and vulnerable adults, to keep them safe and practice in a way that protects them. All staff and volunteers are required to undertake an Enhanced Disclosure and Barring Service check before starting their role and to work within the XLP Code of Conduct.


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# TERMS OF EMPLOYMENT

This is a full-time role, with normal working hours
and some evenings and weekends as required.

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| Location: | City of London, Hybrid |
| Office Days: | Minimum of three days in the office |
| Contract: | Permanent |
| Salary: | £28,860 - £30,000 |

# HOW TO APPLY

You can apply for the role using the online application form at www.xlp.org.uk/careers

**Submission Deadline:** Applications should be completed by midday on **Friday 2nd January 2026**

**Interview Process:** Successful candidates will be invited to interview in person
at the XLP Offices on **Thursday 8th January 2026**

If you have any questions about the role, please contact us at jobs@xlp.org.uk

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