



Oxford Mutual Aid
The Richard Benson Hall
276 Cowley Road, OX4 1UR
e: jobs@oxfordmutualaid.org

OMA is seeking a new part-time Operations Coordinator to join our team.

What is Oxford Mutual Aid?

Oxford Mutual Aid is a grassroots, community-centred and volunteer-driven organisation, operating and established for nearly 3 years, aiming to relieve poverty and need across the City primarily through the provision of food parcels and reheatable meals. We are the only source of delivered emergency support operating 5 days per week, providing support to over 2000 people every 7 days.

Our fantastic community is a credit to the work of a passionate and engaged volunteer base, and continued reflection upon our founding principles of Mutual Aid as an “organisation based on collective coordination to meet each other’s needs, usually from an awareness that the systems we have in place are not going to meet them.” Alongside working within a solidarity-driven model, we are a young, driven and logistically advanced operation, and this role offers the opportunity to be at the centre of its growth and development. The environment of work at Oxford Mutual Aid is one which is rooted in solidarity and support - of each other and our communities.

Role overview: Operations Coordinator

The role is part-time, totalling 30 hours per week. Hours will be split between remote and in-person coordination, with flexibility as to the hours allocated to each (based on the preferences of the candidate and/or the necessary hours to be covered). Both aspects of the role require the management and support of volunteers, distribution of food surplus between local organisations as well as the ability to rapidly respond to emergent situations. Remote hours will be focused on logistical coordination of parcel and meal deliveries, phone line support and general administrative tasks. In-person coordination will be based at the Richard Benson Hall (276 Cowley Road, OX4 1UR) and involve the supervision of food parcel packing, management of volunteer welfare, distribution of tasks and assessment of stock levels and food safety concerns.

Management and supervision for the role will be carried out by both the Directors’ of Operations and the other members of the Coordination Team in a manner which will ensure that the job holder is provided support and structure necessary to carry out their role to the best of their ability. One of the key aspects of the way in which Oxford Mutual Aid works, and particularly the way in which the staff team works, is through **collaboration and respectful, reflective practice**. Whilst team roles and positions are delineated through a semi-hierarchical structure, this does not reflect in its entirety the **way in which decisions are made both within the staff team and across the organisation**. Therefore this role presents an exciting opportunity to work within a structure that supports and encourages thoughtful and shared decision-making practices, whilst negotiating the importance of knowledge and responsibility held within the staff team and members.

Location	Hybrid role, but with ability to attend in-person meetings in Oxford
Reports to	Director(s) of Operations and Coordination Team
Hours	20-30 hours per week (on agreed contract) Flexible days with at least 2 days at 10 hours
Salary	£11.35/hour
Contact type	Permanent
Holidays	28 days equivalent, inclusive of bank holidays
Pension	Employers pension of 5% with NEST
Start date	March 1st or as soon as possible thereafter
Probation	3 months
Deadline	3rd February 2023

Remote responsibilities

1. Coordination of remote delivery, driving and Hall teams to facilitate smooth daily operations, including parcel and meal receipt and delivery
2. Liaison with other Coordination team to manage stock flow (remote coordination of drivers, collection and delivery times)
3. Coordination between external groups across Food Network to distribute surplus
4. Operating OMA phone line between 10am-4pm, responding to concerns raised and participating in subsequent discussion as appropriate with specialist teams
5. Organisation of surplus collections and food pick ups, utilising network volunteers
6. Administration of Emergency Parcel and Regular routes for drivers
7. Escalation of concerns as appropriate

In-person responsibilities

1. Coordination of Hall volunteers to facilitate the packing of parcels and maintenance of stock/provisions in the Hall
2. Liaison with Coordination team to manage stock flow (assessment of quantity and relevance to various groups)
3. Managing wellbeing of Hall volunteers and facilitating additional training
4. Monitoring of food safety concerns, including food labelling and preparation
5. Escalation of concerns as appropriate including (but not limited to), Case Management, Health and Safety, and Food Safety



Person specification

The role provides a fantastic opportunity to not only understand but learn to shape organisational policies, strategies and logistical operations reflecting both our principles and place within the wider aid infrastructure across Oxford. You will have the opportunity to learn, train and develop new skills as part of a unique and fast-paced working environment, whilst experiencing first-hand how powerful a collective can be.

Essential experience & qualities

- Ability to multi-task and manage tasks and time efficiently
- Ability to work and prioritise effectively in a fast-paced environment
- Ability to collaborate and communicate effectively within a team
- Flexibility and innovative approach to learning
- Ability to maintain professionalism in difficult situations, and to respond to complaints or concerns in an effective and proactive way
- Proficiency in Google Suite (sheets, forms, docs, email)
- Fluency in English
- Based in Oxford
- DBS check (this can be provided)
- Level 2 Safeguarding Training (this can be provided)
- Level 2 Food Safety Training (this can be provided)

Desirable experience & qualities

- Experience of working with and managing teams
- Direct experience with OMA
- Experience in operating phone lines
- Mental Health First Aid training
- High level proficiency in Microsoft Excel and/or data management software
- Understanding of confidentiality laws and GDPR guidelines
- Experience with support and/or aid organisations
- Experience with writing grants and long-form reports

Applications Process

Please apply by completing this form and attaching a copy of your CV and cover letter detailing both your experience and its relevance to the role:

<https://forms.gle/jdZWd3bC4zWNZoCe6>. Applications will be reviewed on a rolling basis from 13th January 2023 to 3rd February 2023.

Job-shares will be considered, so if you are interested but not able to commit for 30 hours per week please make this clear in the application form. If you have any queries regarding the application, please contact jobs@oxfordmutualaid.org.



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Applicants will be informed of any progress in their application as soon as possible within or shortly after this period, depending on their time of application.

The interview process will be as follows:

- Introductory interview (over Zoom)
- Panel interview (over Zoom or in person)

The interview process will involve our Directors, External Advisory Members and our volunteer and current staff teams.

Due to the nature of our work, interviews will primarily be held during the **evenings and weekends**. If you are not able to attend interviews during the weeks above at particular times please highlight this in your application form.

You can find out more about Oxford Mutual Aid on our website www.oxfordmutualaid.org or through our social media @oxfordmutualaid (on Twitter, Instagram and Facebook).

Final note

Whilst we are a young organisation, we are determined, passionate and full of drive to support our communities through mutual solidarity. We believe that the resources we need exist within our communities, and we aim to play a small part in redistributing, working towards a more just and equal society for all.

There is no perfect candidate, and we always work closely as a team to ensure responsibility is shared as much as possible. If you're looking for somewhere to learn, thrive and develop new skills small and large, we want to hear from you.