



We're hiring!

Job Title: Operations Assistant

Hours: 12 hours per week spread across the week during office hours. (i.e. 4 hours a day/3 days a week or 3 hours a day/4 days a week). The Operations Assistant and CEO will work together in person once a week for approx. 3-4 hours.

Salary: £9,360 (£28,860 full-time equivalent)

Annual Leave: 8 days / 60 hours

Contract: 1 Year with the possibility of extension

Reporting to: Chief Executive

Location: Hybrid. Home working and co-working office space (In Kingston or Richmond borough)

Probationary period: 3 months

Notice period: 1 month

The role is subject to an Enhanced DBS check and the successful applicant will be required to complete safeguarding training.

About the role

The Operations Assistant will provide efficient, professional and time-sensitive support to our CEO with the day-to-day functioning of our organisation. Tasks will be varied and largely administrative. The postholder will:

- ensure the smooth processing of applications and referrals submitted by and on behalf of care-experienced young adults
- maintain database records
- process financial transactions and maintain financial record keeping
- support the CEO and Volunteer Coordinator to develop and maintain systems and processes that support the efficient running of the organisation
- assist with our communication outputs including updating the website, creating social media content, producing newsletters and press releases
- occasionally support with fundraising events and information sessions in the evening
- support the volunteer recruitment process
- assist volunteers with project work
- Other duties as assigned to ensure the smooth running of the charity.

About our organisation

[Cocoon - Care After Care](#) exists to improve the quality of life for care-experienced young adults with a connection to the London Boroughs of Richmond, Kingston and Hounslow. We improve living conditions, support aspirations, reduce feelings of isolation and alleviate hardship. We strive to find ways of removing obstacles in the way of them having a good standard of living, fulfilling their potential, leading healthier and happier lives and able to participate in society, with the same chances and opportunities afforded to many non-care experienced young adults.

Who we are looking for

As well as having the essential skills and abilities described below, the role requires someone who:

- ✓ fully shares our [values](#) and works in a way that does not compromise them.
- ✓ is responsive and proactive – we pride ourselves on not keeping those we support waiting.
- ✓ tolerant, resilient, respectful and patient. We support people who have experienced trauma, do not have English as their first language, are currently experiencing mental and physical health issues and living in stressful circumstances. It is important to always have this awareness and understanding and remain compassionate, helpful, positive and non-judgemental.
- ✓ understands the importance of confidentiality.

Essential skills and abilities

- Communication and people skills. You will often be the first person point of contact and our reputation relies on our employees and volunteers being able to communicate in a friendly, professional and empathetic manner. You will have contact with the young adults we support, sometimes other professionals that support them and our donors, funders and supporters.
- Time management and organisational skills. You will be required to manage a range of tasks and prioritise effectively.
- Information and Communication Technology. You will be proficient with Microsoft Office applications (Outlook, Word, Excel, Forms, SharePoint), social media (Instagram, Facebook, LinkedIn) and basic website content management.

Desirable

A driving license and access to a vehicle.

How to apply

Please send the following information to info@cocooncareaftercare.org.uk by 5pm on Friday 11th July 2025:

- Your CV
- A covering letter detailing how you meet all the requirements for the role based on your skills, abilities, experience and demeanour.
- Details of two referees (name, email address, phone number and your relationship).