



Candidate Brief

Assistant to the Head of Operations

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MESSAGE FROM NEVILLE GOLDSCHNEIDER, CHIEF EXECUTIVE

Dear Candidate,

Thank you for demonstrating your interest in joining Camp Simcha's Operations Team in the position of Assistant to the Head of Operations.

Camp Simcha provides support to seriously ill children and their families. We bring hope, joy and practical support to families who are going through the darkest of times. Our mission is to ensure that no seriously ill child or their family anywhere in the UK has to cope without our help.

Camp Simcha provides a wide range of practical and therapeutic support as well as uplifting experiences to over 1,250 Jewish family members with children suffering from a range of over 50 serious or life-threatening medical conditions, as well as very premature babies. We aim to lessen families' daily burdens and lift their spirits, helping to improve their emotional well-being and cope better with the distress, anxiety & upheaval of receiving a serious diagnosis. All of the support we offer is free of charge and is accessible throughout the UK regardless of Jewish affiliation or observance. In addition, our hospital programme reaches c.12,000 sick children of all faiths and none, in over 120 children's wards across London and Manchester.

The backbone of the organisation lies with the operations of the charity and with the growing requirements needed to be fulfilled in this area. The need for assistance in this department is crucial. We have an outstanding professional team and an amazing Board of Trustees, as well as thousands of loyal donors and beneficiaries who the operations department supports. The Assistant to the Head of Operations will provide the administrative support needed to bolster the smooth running of this department and assist the Senior Leadership Team in carrying out their responsibilities.

Camp Simcha is a truly special charity and I feel sure that the right candidate will find this to be a hugely fulfilling role.

Warm regards



Neville Goldschneider
Chief Executive

ABOUT CAMP SIMCHA - THE SUPPORT WE PROVIDE TO FAMILIES

We support children with over 50 different medical conditions, which fall into **5 key areas**:

- **Life-threatening illnesses** like cancer, brain tumours and Tay Sachs
- **Life-limiting illnesses** like Muscular Dystrophy and Cystic Fibrosis
- **Chronic medical conditions** like Crohn's disease and Type 1 Diabetes
- **Premature or ill babies**
- **Serious mental health conditions** like eating disorders and severe anxiety or depression

PRACTICAL SUPPORT

Family Liaison Officers (FLO): Each family's dedicated support worker is available 24/7, offering emotional support and arranging a bespoke package of care.

Crisis food support: A hot meal delivered to a family in the throes of a health crisis can make a huge difference.

Hospital transport: We offer a 24/7 transport service to help reduce the stress of getting a sick child to hospital.

Home based respite Care: Short-term respite delivered by qualified carers when parents urgently need a break.

Premature and sick babies project: Tailored support for families with a premature or seriously ill baby.



POWERFUL POSITIVE EXPERIENCES

Big Brother & Big Sister volunteers: Spend 1:1 time with the children, visiting weekly and taking them on outings and Camp Simcha events.

Sibling support: Delivering events and activities for siblings, the forgotten sufferers.

Keshet summer scheme: A programme of fun outings and activities for sick children allowing their parents' invaluable respite.

Children's residential retreat (UK): A chance for ill children to spend four days away making memories with their peers, with all their medical needs catered for.

Family retreat: A few days of restorative fun and relaxation for the whole family, enjoying amazing activities and time with others who share their burden.

Parties and outings: Theme park trips, concerts and Camp Simcha parties bring joy to suffering children.

Bespoke support and treats: Help to make tomorrow's treat more important than today's treatment for children.

THERAPEUTIC SUPPORT

Home Based Therapeutic Arts: 1:1 sessions enabling ill children and their siblings to creatively express their emotions.

Formal counselling: For parents and older siblings struggling to cope emotionally with their situation.

Parent peer support: Opportunities for parents to gain strength from others facing similar challenges through social and therapeutic events.

Animal Assisted Therapy: Offers home visits of specially trained dogs to bring comfort to a sick child.



STRUCTURE/ORGANISATION:

The Team: There is a real sense of family amongst the staff team – warm yet professional. Our Chief Executive has been with Camp Simcha for 16 years and many of our team are long-standing members of staff.

Senior Management Team

Chief Executive – Neville Goldschneider

Head of Services – Daniel Gillis

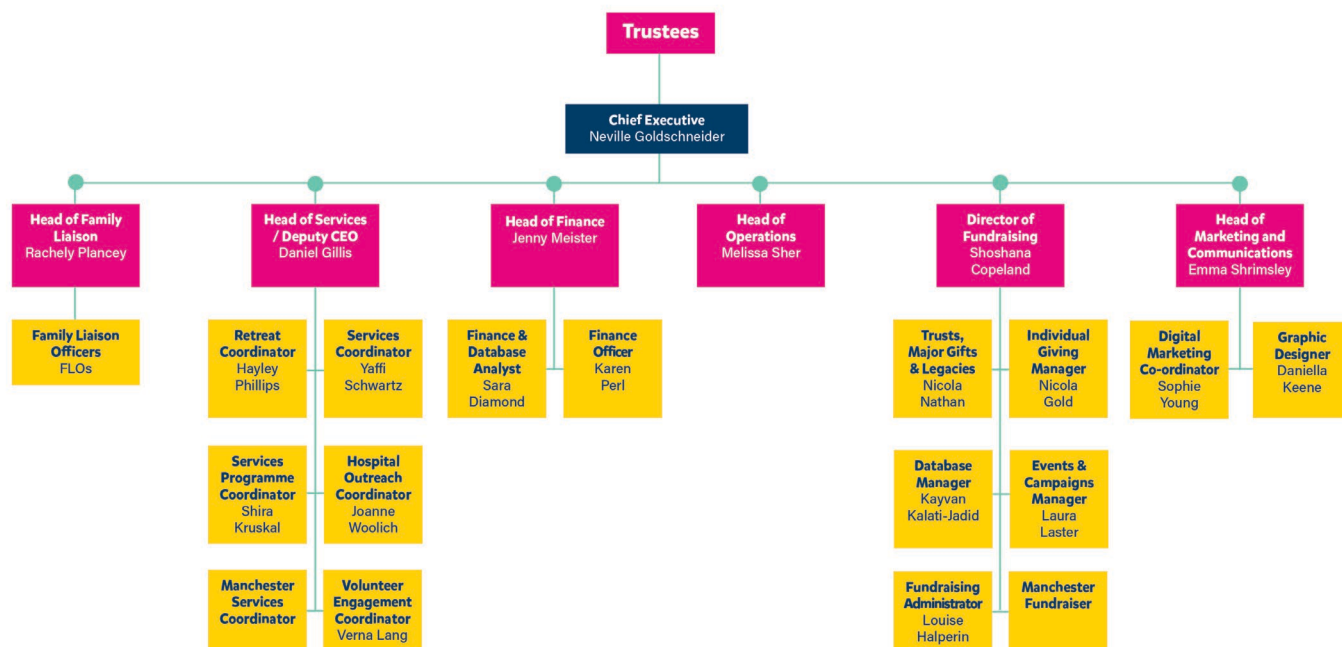
Head of Operations – Melissa Sher

Head of Finance – Jenny Meister

Head of Family Liaison Officers – Rachely Plancey

Head of Marketing and Communications – Emma Shrimley

Director of Fundraising – Shoshana Copeland



This job description is provided to assist the post holder to know their principal duties and is not exhaustive. It is inevitable over time the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. It may be amended from time to time in consultation with you, by or on behalf of your Line Manager without change to the level of responsibility appropriate to the grading of the post.

This role may involve occasional working out of hours.

JOB DESCRIPTION

Assistant to the Head of Operations

This position will sit at the heart of the organisation and will provide a unique opportunity to work for an established and respected charity in a diverse and challenging role.

The role would suit a person who would like to develop a career in operations management. The purpose of the role is to support the Head of Operations to manage a large and diverse workload including projects and day to day work. They will liaise across all parts of the charity, assisting in complex tasks in the fields of HR, policy development, compliance and risk management for example. The post holder will be a problem solver, practical thinker and sensitive 'people' person... demonstrating confidentiality and discretion within the role. This is a new post that will develop over time. The incumbent will need to be flexible to work closely with the Head of Operations to develop the role.

This post will be based at our NW11 offices, though we at Camp Simcha are open to discussing flexible working options.

MAIN OBJECTIVE

- To support the smooth running of the operations department and take the lead with specific and agreed areas of operations.
- To help ensure that all areas of our operations responsibilities are adequately covered.

KEY ROLES AND RESPONSIBILITIES

- Assist the Head of Operations in the implementation of office management processes, including protocols in the smooth running of the office, day to day administrative support, support in the organisation and preparation of specific committee and management meetings including minute taking
- Assisting in all areas of human resource management
- Helping to keep all policies governing the work of the charity up-to-date and ready for presentation to the appropriate governance committees
- Assist senior managers to ensure compliance with all policies
- Assist senior managers in keeping the risk register consistently up-to-date
- Assist the Head of Operations with scheduling mandatory training for all staff
- Assist the Head of Operations in ensuring that all risk assessments have been carried out and properly documented
- Assist senior managers to monitor the organisations' Health and Safety requirements

PERSON SPECIFICATION

Experience/ Essential Skills

- Flexibility to develop the role in a dynamic environment
- Demonstrable ability to deal with confidential matters
- Excellent time management skills with the ability to multi task and work under pressure
- Computer Literate; high-level of experience in Microsoft Office Suite including Outlook, Microsoft Word and Excel and familiarity with general database interfaces
- Ability to learn new digital systems and packages
- Excellent communicator with strong fluency in both written and spoken English
- Excellent organisational skills with high attention to detail

Preferable

- Previous office and administration experience
- Previous experience of working in the charity sector
- Knowledge of the Jewish Community

Personal Attributes

- Self-driven and motivated approach to work
- A 'completer / finisher' who is tenacious in achieving goals and reaching deadlines
- Solution focussed problem-solver who can work independently to resolve issues practically and can think diplomatically

SALARY AND CONDITIONS OF SERVICE

Hours of Work: Full time. The role may involve occasional evening committee meetings.

Place of Work: Head of Office, NW11.

Salary: from £26,000 annual (depending on experience).

Holiday entitlement: 20 days + 8 Bank Holidays plus Jewish holidays (Yom Tovim only).

Full details, and terms and conditions of employment will be issued if an offer of employment is made.

RECRUITMENT PROCESS

Please send your CV and covering letter to msher@campsimcha.org.uk

Closing date: MIDDAY 28th March 2022