



Candidate Information Pack

Pears Hub Coordinator

£27,000 – £32,000 plus benefits

Full-time, based in West Hampstead, London

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Application Form (separate download)

Equal Opportunities Monitoring Form (separate download)

**Pears Foundation is committed to best practice in
Equality, Diversity, and Inclusion**

For background information on the Pears Foundation go to:

<http://www.pearsfoundation.org.uk/>

BACKGROUND BRIEFING

Are you the new Pears Hub Coordinator?

- Are you committed to working in the charity sector to help provide support to a wide range of organisations and individuals?
- Are you a real team player who is flexible and supportive, and who is also a self-starter and able to manage your own workload?
- Do you enjoy managing spaces and events in a way that is both friendly and professional?

If so, then you might be the right person to join our small, high-performing, friendly team at the Pears Foundation.

About the Pears Foundation

Pears Foundation is a family foundation driven by a desire to demonstrate the good that philanthropy can achieve in the world. We achieve this by:

- Providing core funding for essential costs
- Developing long-term relationships with our partners
- Providing more than money

We believe that thoughtful and effective philanthropy is about creating space. Space for services, space to breathe, space to work, space to reflect and spaces to innovate, explore and learn. The projects and organisations we fund reflect this approach and in addition to funding we also provide:

- The Pears Hub – an open-plan working space, with meeting rooms, breakout spaces and a separate area for coffee and lunch, for Pears Foundation grantees.
- A Professional Development Programme – we offer our grantees a changing programme of workshops and ‘lunch and learns’ as well as tailored training for individual organisations and teams.

The practical oversight and administrative support provided by the Pears Hub Coordinator is key to providing these additional opportunities to our grantees.

A few of the many partnerships we have formed over the years include:

- Ambitious about Autism – supporting the growth, success and impact of their work with children and young people with autism
- Coram – supporting the creation of a centre for creative therapy and adoption support



- Marie Curie – supporting the Marie Curie Nursing Service to deliver end-of-life care locally and nationally
- First Give – a programme that encourages young people to get engaged with the issues they care about and to become actively involved in charities.

The Pears Foundation was established by three brothers, Mark, Trevor and David Pears. Their purpose was to apply some of the resources of their family’s property business, the William Pears Group, to fund organisations and projects working to deliver progress on key issues affecting the wellbeing of people in the UK and internationally. Since its establishment the foundation has committed over £250 million of support – currently around £20 million annually.

The Pears family, in particular our Executive Chair, Sir Trevor Pears, are at the heart of the Foundation and it is one of the few foundations in the UK to be led by a living donor.

Based within a modern office in West Hampstead, the Pears Foundation is located in the same building as the company and benefits from shared finance, facilities, HR and IT teams. The Foundation itself is run by a small executive team that is friendly, hard working, flexible and committed to learning and development, at both an individual and organisational level as well as through its funding programme. While the team works closely together and meets regularly, they also manage their own workload and work relationally with their grantees. Funding decisions are made by the Trustees, in particular the Executive Chair, and the team works to support grantees to deliver and develop, by going on their journeys with them. We work in a committed and long-term way with our partners and have funded many of them for five and even ten years.

In line with our values of passion, professionalism and integrity, the team shares a commitment to being professional and supportive to grantees. We also seek to be supportive to everyone who comes into contact with the Foundation, whether as a partner, supplier, collaborator, visitor to the Pears Hub or an attendee at a workshop.



About the role

Pears Foundation provides more than money to its grantees and the Pears Hub is the place where all the different forms of support come together. Pears grantees are able to book hot desking, co-working and meeting space and we use it as a base for our professional development workshops. It functions as the registered office for some of our grantees who come in regularly as individuals or whole teams. It is also a space where we welcome external visitors to show them what we do. The Hub is an integral part of the Foundation and an extension of our grants. The relationships that the Hub Coordinator

will develop and maintain sit within the wider context of the Foundation's relationships and grantmaking.

First and foremost, the Pears Hub Coordinator will need to have a genuine interest in running a friendly and professional office and events space.

The Hub Coordinator will take ownership of all elements of overseeing the Hub, from welcoming and inducting visitors and new Hub users, to managing the practical day-to-day logistics. They will ensure the Hub continues to serve the grantees in the best way possible, through both critical thinking and good relationships with Hub users.

The Hub Coordinator will also be responsible for the organisation and smooth running of our Professional Development Events ensuring a highly professional experience from start to finish. This is an all-encompassing role which includes everything from advertising and promoting events, managing enquires and other administrative support, setting up/clearing the Hub on the day and dealing with any issues that arise.

A key part of a small team, the Hub Coordinator also provides administrative support to the Foundation team, particularly the grant managers. This includes supporting team members, grantees and visitors and being the first point of contact for enquiries to the Foundation. The Hub Coordinator supports the Operations Manager in administering the Foundation's payments as well as working together to refine and develop the systems and processes of the Foundation to ensure that the operations run as smoothly as possible.

Overall, this role will make a valuable contribution to the work of the Foundation and will enable greater efficiency and effectiveness in our work. The Hub Coordinator will be good at day-to-day administration and will take pride in doing this job well and completing tasks to a high standard.

The role is primarily office-based in order to support the smooth running of the Pears Hub but we will consider ways to incorporate flexible working within that.

About you

The Pears Hub Coordinator will need to be a team player, who can work flexibly, accurately and collaboratively to add value to the Foundation's work and represent the Foundation in a way that is friendly and accessible but also professional and competent. This role is a key interface between grantees and Foundation staff and will require the ability to be both outward and team focused and balance these responsibilities.

They will need to genuinely enjoy overseeing spaces, managing events and administrative challenges, while working with others to develop and deliver new systems

and processes. The Hub Coordinator will also need to be confident, friendly, professional and diplomatic with high levels of Emotional Intelligence. They will need to be good at building professional relationships with people across all levels, including trustees, facilities, receptionists, IT support and visitors.

The role is varied and unpredictable at times and therefore requires an individual who enjoys problem solving and can deal calmly with problems when they arise.

The administrative aspects of the role require a high level of accuracy and attention to detail and confidence working with databases and other software, e.g. for event management and room booking.

At the same time you will be working for a family foundation and will need to be discreet and respect confidentiality both within the team and when processing personal data for professional development sessions.

It could be the right opportunity for a range of potential candidates but whatever your motivations, the Pears Foundation would like to hear from you, particularly if you: enjoy a variety of tasks and challenges, are a good communicator, are confident with providing logistical and administrative support, are a team player, are flexible, organised, and have strong attention to detail.

This is a great opportunity for which lots of different career paths would be relevant as many of the skills involved are transferable, including experience in public-facing roles, administrative and office assistance, or events and facilities support.

Pears Foundation is a small, friendly but hardworking team. Continuous learning is at the heart of the work of the Foundation, and the Hub Coordinator will need to value this too.

We value and respect all the differences that make us who we are, including differences of: age, cultural background, disability and mental health, ethnicity and race, sex, gender identity and expression, sexual orientation, and social background.

JOB DESCRIPTION

Job title:	<i>Pears Hub Coordinator</i>
Salary:	£27,000–£32,000 plus 5% employer pension contribution, life insurance and Employee Assistance Programme
Location:	West Hampstead (the role is office-based)
Hours:	Full-time (35 hours/five days per week, with some flexibility)
Contract:	Permanent
Responsible to:	Director (line manager) Operations Manager (dotted line report)
Key relationships with:	Director and Pears staff Trustees and their Personal Assistants Other William Pears Group staff Pears Foundation grantees

Purpose of the post:

To professionally manage the Pears Hub, to oversee all logistical elements of the Professional Development Programme, and to provide comprehensive administrative support to the Foundation, working closely with the Director and the Operations Manager, ensuring that systems and processes work as smoothly as possible.

Pears Hub management

- Nurture a friendly and professional work environment in the Pears Hub, welcoming and orienting new users and building strong professional relationships with regular users.
- Communicate updates or reminders with users through the Hub newsletter.
- Manage the Hub competently, ensuring that signage is up to date, facilities are working and in accordance with health and safety regulations, and supplies are replenished, working with other support teams as appropriate.
- Take ownership of the physical space and facilities provided, ensuring the Hub is smart and tidy and meets the needs of Foundation staff and grantees.¹
- Respond to all Hub booking enquiries, provide users with key information for working in the space and ensure that booking diaries are up to date.
- With direction from the Foundation Director, continue to develop and implement guidelines for use of the space and manage any conflicts that arise when the space is not used respectfully.

¹ This can involve some physical work such as setting up rooms and moving light furniture, unpacking deliveries, etc.

Professional Development logistics

- In liaison with Director of Leadership and Learning, provide administrative and logistical support before, during and after events, to ensure that the Professional Development Programme is managed professionally and effectively.
- Be responsible for all digital elements related to our professional development programme including producing newsletters, updating the foundation website, creating and managing events on Eventbrite, and producing flyers advertising the events.
- Manage all administrative elements of events including keeping track of bookings, ensuring records are kept up to date, preparing resources, responding to enquiries, tracking attendance and following up where necessary.
- Be responsible for on-the-day logistics including room set-up, catering and refreshments, greeting and signing-in visitors on arrival and being available to help with any problems that arise.
- Support the continued development of the professional development programme.

General administration

- Work closely with the Director and the Operations Manager to ensure the overall smooth running of the Foundation and support the ongoing development and delivery of systems and processes, procedures and policies.
- Being the first point of contact for phone calls and enquiries, processing and managing incoming and outgoing mail, incoming telephone and email enquiries.
- Being the main contact point for suppliers and service providers, dealing with invoices and bills and ensuring that payments are processed.
- Provide support to the Director and team members when required, such as diary management, organising meetings and travel/accommodation, supporting with correspondence and documents and generally enabling the Director's role to function smoothly.
- Provide administrative support on communications projects, such as the e-newsletter and website.
- Ensure that online and hard copy records are up to date and contain an accurate record in line with audit requirements.
- Ensure that the Foundation office is professionally run and act as a host for visitors and meetings, making sure that refreshments and food are available when required.
- Ensure that the office is well organised and tidy, including ordering supplies, shredding and day-to-day office clearance etc.
- Be aware of the Foundation's GDPR policies and implement them effectively.
- Be proactive in suggesting ways of improving and automating systems and processes.

Administration for grants

- Provide administrative support with the processing of invoices, donations and payments, ensuring that they are accurate and timely.
- Assist the grant managers by providing administration to a high standard across the whole grants cycle, including producing letters, administering payments and monitoring and tracking grant reports.
- Assist in the preparation and distribution of documents for trustee meetings.
- Work with the team to ensure that grantee information is accurately kept on Salesforce.
- Keep track of grant payments and matched funding, and obtaining and uploading the necessary information for grants and payments to be made.

Relationship building

- Build supportive working relationships with all team members and the Executive Chair, enabling and assisting them when needed.
- Deal with telephone and email enquiries in a professional manner, redirecting or taking messages as appropriate and using initiative to deal with queries.
- Provide support to the trustees as required and help to solve issues as they arise.

Database and website administration

- Work closely with the Operations Manager to contribute to the development and upkeep of a Salesforce grant management database, working with colleagues to ensure that the database is maximized.
- Work closely with the Operations Manager to ensure that the website remains up to date and effective.

General

- Undertake any other duties in support of the Foundation's work as may reasonably be required.

PERSON SPECIFICATION

Knowledge, skills and experience	E	D
Experience of working in or with the voluntary, charity or community sector		✓
Excellent administration skills, organised and efficient with good attention to detail	✓	
Able to draft and present information clearly, accurately and appropriately in a variety of formats (e.g., letters, emails, reports)	✓	
Excellent relationship building and interpersonal skills, able to liaise well and respond to enquiries from a range of people and organisations, using email, phone, and face-to-face communications	✓	
Good organisational skills, able to juggle a range of roles and challenges	✓	
Good level of financial literacy and confident with numbers		✓
Experience of using and proactively maintaining a database, ensuring quality and accuracy	✓	
Computer literate with experience and confidence in using a range of office software packages and online platforms (including MS Word, Excel, Eventbrite and WordPress)	✓	
Experience of some office or facilities management		✓
Experience organising events or meetings logistics and administration		✓
Experience of some financial administration		✓
Personal qualities and abilities		
Strong communicator, able to deal in a helpful, friendly and professional manner with grantees, trustees, colleagues and all enquiries/visitors to the office and Pears Hub	✓	
Strong time management skills, with the ability to work well under pressure and to organise and meet deadlines	✓	
An appetite to learn about and help develop a database / office systems generally		✓
A self-starter and team player, able to work both independently and collaboratively	✓	
An ability to be diplomatic and with a high regard for confidentiality and discretion	✓	
Friendly, supportive and enabling	✓	
Enthusiastic, motivated and genuinely interested in the work of the Pears Foundation	✓	

THE RECRUITMENT PROCESS – TIMETABLE

Deadline for applications	5 June at 5pm
Screening interviews	9 and 12 June
Panel interviews	15 June
Final Interview (if required)	16 June
Decision made	19 June

Following interview, the successful candidate will be asked to demonstrate their right to work in the UK and go through Basic DBS checks.

How To Apply

If you would like to apply for this role, please complete the [Application Form](#) and [Equal Opportunities Monitoring Form](#) (downloaded from the advert on www.allysondavies-consultant.com) and attach a **CV** outlining your career to date, with any academic and professional qualifications.

Please send these three documents, **by 5pm on Monday 5 June, 2023**, to pears@allysondavies-consultant.com

Data Protection

The personal information that you provide will be used to process your application for employment with the Pears Foundation. Personal information about unsuccessful candidates will be held securely for six months after the recruitment exercise has been completed; it will then be destroyed or deleted. If your application is successful and you take up employment, the information will be used in the administration of your employment with us. It will be kept secure and will only be used for purposes directly relevant to your employment.

Information

If you require any further information or you would like to discuss anything in more detail, please contact Allyson Davies at the above email address, or call 07968 556 164.