



Tokko Youth Hub - Job Description & Person Specification Operations Assistant

JOB DETAILS	
Contract Term:	12 months Fixed Term
Start & End Dates:	
Hours:	37hrs per week
Location:	Tokko Youth Hub, 7, Gordon Street, Luton, Beds. LU1 2QP
Pay:	£26,500 Full time equivalent
Reports to:	CEO

Who We Are

Tokko Youth Hub is a charity in the heart of Luton supporting young people aged 13 yrs – 19 yrs or up to 24 yrs for those with Special Educational Needs (SEND) or young parents. Through weekly group sessions at our purpose-built facility and outreach in schools and the community, we provide a variety of activities and 1:1 support, fostering positive outcomes and holistic development to empower and encourage young people to lead happy and healthy lives.

What We Do

We facilitate six core weekly groups, the Drop-in, Just Like You Inclusion Group, OK2B, Ladies with Positive Attitudes, Boys 2 Men and Young Parents, and two support services, Brief Intervention Counselling and the Freedom Programme. These initiatives and our purpose-built facility's safe and inclusive environment provide opportunities to explore new interests and personal development and access specialist support for those facing challenges, helping all young people achieve their full potential.

Our Vision

All young people in Luton to be happy, healthy and to aspire.

Our Mission

To support young people aged 13 yrs – 24 yrs by engaging, encouraging, and empowering them to lead happy, healthy lives and reach their full potential.

Our Values

Supportive: We provide a nurturing environment where every young person feels valued.

Welcoming: Our doors are open to all, embracing diversity and inclusivity.

Inclusive: We believe in equal opportunities, ensuring no one is left behind.

Progressive: Continuously innovating to meet the evolving needs of our community.

Trustworthy: Building relationships based on integrity, transparency, and mutual respect.

Purpose of the Role

The Operations Assistant plays a key role in supporting the smooth day-to-day running of the charity. This includes contributing to effective workplace governance, operational delivery, digital systems administration, procurement, and facilities coordination.

The postholder will help improve organisational efficiency by providing high-quality administrative and operational support, fostering effective communication across teams, and enabling collaborative working across directorates.

The role also supports the Volunteer Programme, including coordinating recruitment, onboarding, training logistics, and engagement activities to ensure a positive volunteer experience.

Key Responsibilities

Technology and Information

- Support the implementation of digital tools and systems to enhance operational processes.
- Maintain accurate organisational data, supporting data collection and reporting requirements.
- Provide administrative support for digital transformation initiatives, including CRM updates.
- Assist with the day-to-day use of IT systems, escalating issues where appropriate.

Operations and Procurement

- Provide operational support to ensure the effective delivery of day-to-day services.
- Coordinate front-of-house and reception functions as required.
- Coordinate room bookings, event set-ups, and facilities requests.
- Undertake light practical tasks such as room set up, moving equipment and handling deliveries in line with Health and Safety guidelines.
- Support procurement processes, including obtaining quotes and raising purchase orders.
- Provide administrative support for recruitment, onboarding, and HR documentation.
- Assist with updating HR policies and supporting organisational development initiatives.
- Contribute to staff wellbeing activities and internal engagement initiatives.

Compliance

- Support quality assurance processes, including maintaining ISO documentation.
- Assist with routine Safety, Health, Environment and Fire (SHEF) checks, ensuring issues are reported and addressed.
- Maintain accurate compliance records and documentation.

Capability and Growth

- Provide administrative support for performance management processes.
- Assist in organising organisation-wide meetings, training sessions, and events.
- Contribute to people-focused projects and continuous improvement initiatives.

Governance

- Support the maintenance and review of organisational policies and procedures.
- Assist with logging, monitoring, and responding to external complaints.
- Liaise with the Facilities Team and coordinate contractor and engineer visits.

Person Specification

Essential

- Minimum of 3 years' experience in an operational or administrative role.
- Demonstrable experience of managing and resolving day-to-day operational challenges.
- Strong organisational skills with the ability to prioritise workload effectively.
- Excellent written and verbal communication skills.
- Ability to build positive working relationships across all levels of an organisation.
- A proactive and adaptable approach, with the ability to support change initiatives.
- Understanding of safety and compliance processes, including adherence to SHEF protocols.
- Experience of engaging and motivating groups, including volunteers.

Desirable

- CIPD Level 3 qualification (or working towards).
- Project management qualification.
- Experience of digital transformation or system implementation.
- Knowledge of HR processes, including performance management, employee relations, and workforce planning.
- Understanding of legal compliance within a charitable or organisational setting.

Key Attributes

- Collaborative and team-oriented approach.
- High level of integrity, professionalism, and discretion.
- Strong attention to detail and commitment to quality.
- Enthusiastic and committed to supporting organisational growth and improvement.