

Role Profile

Job Title:	Operations and Systems Coordinator
Location:	Based in one of our Plymouth offices but also when appropriate working from our Liskeard site. There is some opportunity for remote working.
Hours:	35 hours per week to be worked flexibly including evenings & weekends to suit the needs of the business.
Salary:	Starting from £25,750 depending on experience

About Real Ideas

Real Ideas Group works to solve problems and create opportunities that regenerate communities and support individuals to progress and flourish. The Group is comprised of multiple teams, each growing a specific area of practice in relation to our core themes: Public Engagement, Creative Business Development, Creative Digital Education, Developing Pathways and Embracing Innovation. These areas of work are often delivered in our buildings, Devonport Guildhall, Market Hall (the Devonport Creative Quarter) and Liskeard Library.

Shared Infrastructure

The purpose of Shared Infrastructure for the Real Ideas Group is that it enables each business unit to operate efficiently within the values of the group, thrive, grow, deliver social impact and financial value.

Job Purpose

As our Operations and Systems Coordinator, you will support the Operations and Systems Lead with all matters relating to HR, compliance, and operational administration—ensuring Real Ideas continues to meet key legislative requirements. You will also play a central role in ensuring our group-wide systems are functioning effectively, consistently improving, and aligned with the evolving needs of the organisation.

Main Duties and Responsibilities:

- Coordinate the agreed maintenance and development of group-wide systems, processes, and digital tools—ensuring they are fit for purpose, streamlined, and facilitate data quality, automation, and efficiency across the organisation.

- Support the development and implementation of operational improvements, working closely with the Operations & Systems Lead to embed automation, enhance system use, and ensure the delivery of consistent and quality-assured internal services.
- Contribute to governance and compliance frameworks, maintaining internal registers (e.g. Conflicts of Interest, Safeguarding, Data Breaches, Authorised Users) and supporting the development, implementation and monitoring of relevant policies and procedures.
- Co-ordinate the roll out and tracking of mandatory and risk-related training, ensuring timely completion and maintaining accurate records to support a culture of accountability and continuous improvement.
- Provide first-line HR administrative support and co-ordination, including recruitment, referencing, onboarding, probation tracking, and maintaining up-to-date employee records in compliance with legislative and internal standards.
- Be a first point of contact for employee queries relating to policies, procedures and wellbeing processes, offering clear, values-aligned guidance in collaboration with the Operations & Systems Lead and Chief Operating Officer.
- Coordinate employee recruitment & retention processes, including starters, leavers, family leave, absence tracking and welfare-related activities, ensuring integration with relevant payroll and compliance workflows.
- Oversee and maintain operational assets and infrastructure, including IT equipment, mobile phones, and scheduled maintenance across Real Ideas sites - ensuring records, contracts and certifications are current and compliant.

Real Ideas wide responsibilities

- To represent Real Ideas well, understanding and talking coherently about Real Ideas products and programmes to provide more value for customers and members.
- Work collaboratively across Real Ideas Teams through active participation working groups.
- To adhere to and uphold Real Ideas' social purpose, strategic aims and policies.
- To contribute to a culture of inclusion and equality and demonstrate a commitment to removing all forms of discrimination.
- To act with integrity and always maintain the highest professional standards.
- To strive to meet individual and collective targets.
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this.
- To use all Real Ideas systems & processes proactively and effectively.
- Track, report on, push for and celebrate social and environmental impact through the work we do, helping us create more as a result.
- A flexible approach is required for the role.
- Additional, reasonable duties commensurate with the role and as agreed in advance from time to time.

This job description is not necessarily an exhaustive list of duties and is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Person Specification

Our values: How we behave

Working at Real Ideas is exhilarating, but it can also be challenging; we're not a typical organisation and by design, we don't fit into traditional business structures or strict 9 to 5 working hours.

Principally we're looking for people who embrace our vision and values, and who want to join us on this journey. Whilst your technical skills and abilities are important, being on board with our vision is crucial. You'll need to be dedicated, tenacious and enjoy the challenges of working as part of a multi-disciplined team.

In Real Ideas collaboration is key, so you'll need to be a great team player, up for working with a wide range of people from colleagues and partners to members and suppliers. We're interested in finding people who are proactive, hungry for opportunities to be responsible and accountable, and who can ride the waves of change with the wind in their hair and a smile on their faces. And because we always strive to be the best we can be, you'll be happy to challenge and be challenged.

We use the following criteria to assess your suitability for the role. Please note that requirements at the application stage represent the minimum requirements for shortlisting purposes.

Behaviours	Adaptability Looking at your ability to adapt to change	Interview
	Cultural Add Do you share our beliefs/values and bring about diversity equity and inclusion within Real Ideas?	Interview
	Collaboration Can you collaborate effectively and work well with others?	Interview
	Growth Potential Do you have the potential to grow with Real Ideas and can evidence goal setting and motivation?	Interview
	Prioritisation Are you able to decide which task needs to be tackled immediately and which ones can wait – someone who can manage their time and prioritise effectively.	Interview
	Digital Technology Do you have a proactive approach to using, adapting, and improving digital systems - including automation and AI tools - to enhance efficiency, accuracy and impact?	Interview

Qualifications	<ul style="list-style-type: none"> • Level 2 or equivalent numeracy and literacy • We value a variety of pathways into this role and encourage you to apply if you have equivalent knowledge, skills, and lived or learned experience 	Application
Experience	<ul style="list-style-type: none"> • Administration of HR systems and processes, including recruitment, training tracking, and employee support • Operational or office administration in areas such as compliance, health & safety, or digital systems • Coordinating or supporting the delivery and tracking of training, audits, or procedural rollouts • Maintaining internal registers, asset logs, or site-related documentation • Supporting system or process improvements, especially involving automation or group-wide coordination 	Application/ interview
Knowledge	<ul style="list-style-type: none"> • Awareness of the legal and regulatory landscape for people management, health & safety, and data protection • Understanding of how systems and processes underpin organisational effectiveness • Familiarity with compliance and governance frameworks, including GDPR, risk registers or policy application • Commitment to inclusive practices and understanding of how equity and access influence organisational culture • Awareness of emerging digital trends - including automation, AI, and workflow tools - and how they can support organisational performance • Understanding of data quality, digital ethics, and responsible use of technology in people and operational systems 	Application/ interview
Skills	<ul style="list-style-type: none"> • Excellent attention to detail and organisational ability • Ability to manage multiple priorities and meet deadlines • Strong communication skills across diverse audiences and channels • Proficiency with Microsoft Office, web-based platforms, and HR or data systems • Confidence in supporting or troubleshooting digital 	Application/ interview

systems and tools

- Confidence in exploring and applying new digital tools, including automation and AI-based systems, to streamline work and improve operations
- Ability to understand and use data to inform decision-making and process improvements

Other

- Willingness to travel across Real Ideas sites as required
- Commitment to continuous learning and development
- Enthusiasm for working in a purpose-led, values-driven organisation

**Application/
interview**