



RECRUITMENT PACK

OPERATIONS ADMINISTRATOR

JULY 2026



Welcome



Dear Applicant,

Thank you for your recent interest in the Operations Administrator at VODA (North Tyneside Voluntary Organisation Development Agency).

VODA works to support and develop the voluntary and community sector by providing a wide range of support services and by representing the views of the sector to government and policymakers on a local and national level.

- We have over 300 VODA members made up of voluntary, community and social enterprise organisations in the North Tyneside area. In addition to this, we have a further 600 groups and organisations that are part of our community database and networks.
- We have a strong Board of Trustees who bring a wealth of experience and knowledge.
- We have a committed, passionate and experienced staff team.
- We provide advice and guidance for the trustees, committee members and anyone else involved in the governance of an organisation.
- One of our key objectives is to ensure the voluntary and community sector has a strong voice, and is respected and involved in decision making as an equal partner.
- We have additional funded projects that support the local community and CVS. Including the North Tyneside Volunteers Centre.

We are seeking an individual with the skills, knowledge and experience to provide day to day administrative support for our vibrant community hub.

We offer 28-33 days holiday plus Bank Holidays (pro rata for part time staff), a personal development and training allowance, flexible and hybrid working (role dependant), BUPA cash plan, 5 volunteer days (pro rata for part time staff), car and cycle mileage allowance and the ability to contribute to the culture and practices of VODA by being involved in the staff working groups.

- VODA recognises that everyone has a contribution to make to our society and a right to equal treatment.
- VODA is fully committed to providing an environment which eliminates discrimination and actively promotes diversity and values differences based on the unique contributions of individuals.
- We are part of the Disability Confident Employer scheme. If you are disabled and meet the minimum criteria, you are guaranteed an interview. As this is a CV application process please let us know in your application email if this applies to you.

If you are selected for an interview, you will be contacted via email with a date and time. Interviews will be held in person in the Spirit of North Tyneside Hub. You will be sent directions to the Hub, the names and roles of those interviewing you and pictures of the space. We will also ask if you have any additional requirements to be able to attend an interview. VODA sends applicants the interview questions prior to the interview, and you are able to bring notes into the interview with you.

To apply, please send your CV and a covering letter to admin@voda.org.uk.

The closing date for applications is **Friday 31st July 5pm**, with interviews being held on **Wednesday 12th August**

If you would like to discuss the role before applying, please contact Suzy Forbes suzy.forbes@voda.org.uk.

If you require this pack in an alternative format, please contact admin@voda.org.uk or call 0191 323 2040.

Vicky Smith
Chief Executive Officer



About North Tyneside VODA

VODA is North Tyneside Voluntary Organisations Development Agency. We value, promote and support the development of the voluntary and community sector by providing an independent, sensitive, responsive and inclusive service to achieve an active and lively community, which is rich in volunteers.

VODA has been in existence since 1993. VODA is overseen by a Board of Directors, who are elected by VODA members at our Annual General Meeting. Below are VODA's main areas of work:

Advice and support for voluntary or community organisations based in or operating in North Tyneside on a range of topics including developing a new group, fundraising, financial management, and governance.

Information production: We ensure the local voluntary sector stays informed about key issues impacting its work. Our regular e-bulletin, with over 1,600 subscribers, provides timely updates, funding and essential news. Our website features a comprehensive collection of information sheets and guidance to support the sector. Additionally, we manage multiple social media profiles, sharing information on events, news, and training opportunities.



VODA runs the accredited **Volunteer Centre** for North Tyneside, raising awareness of the benefits of volunteering, recruiting, and placing volunteers with a range of voluntary, community and statutory organisations. We deliver volunteering projects including a supported volunteering project for people with enduring mental health issues and other long-term conditions.

About North Tyneside VODA

Training: VODA provides low cost or free training to meet the needs of the local voluntary and community sector, both in person and online.

Networking and developing partnerships with local, regional and national organisations. VODA facilitates local networks including the Volunteer Network and North Tyneside VCS Chief Officers group. VODA works strategically with a range of voluntary and public sector organisations including North Tyneside Strategic Partnership.

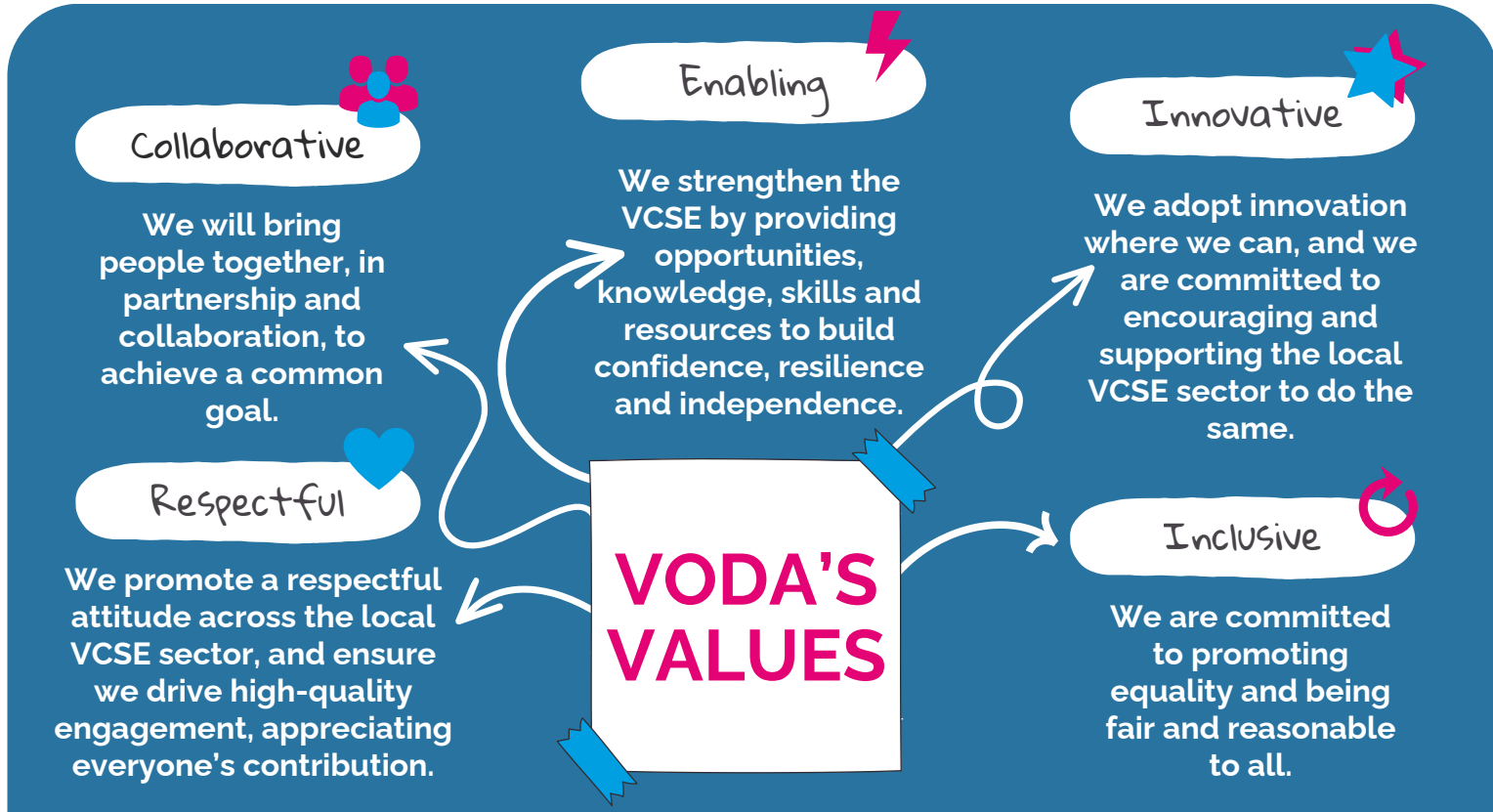


Representation: VODA provides a voluntary sector viewpoint and facilitates representation within the sector in North Tyneside on a broad range of issues.

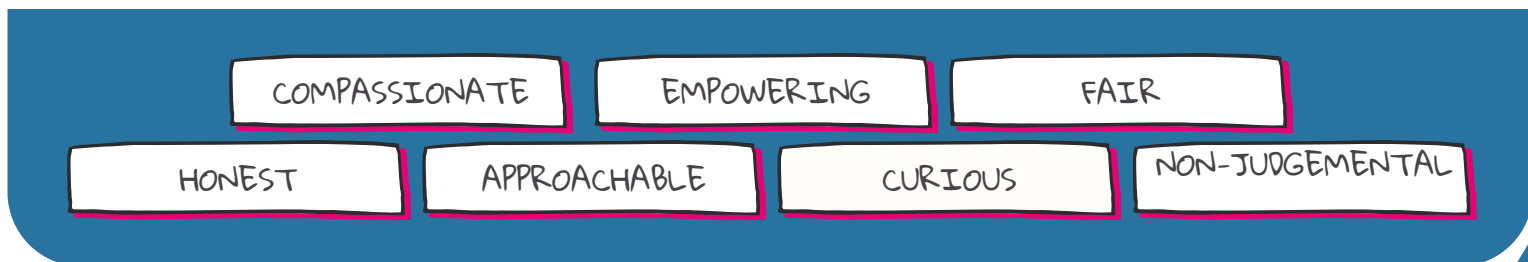
VODA manages a range of contracts and other projects as appropriate to the needs of the local community, and where they fit with our strategic objectives.



VODA Values



ALIGNED TO OUR VALUES, OUR ORGANISATIONAL BEHAVIOURS ARE:



ENGAGE - SUPPORT - DELIVER

VODA'S MISSION

We support volunteers and community organisations to enable people to live happier, healthier and more fulfilling lives in North Tyneside.

OUR STRATEGIC OBJECTIVES

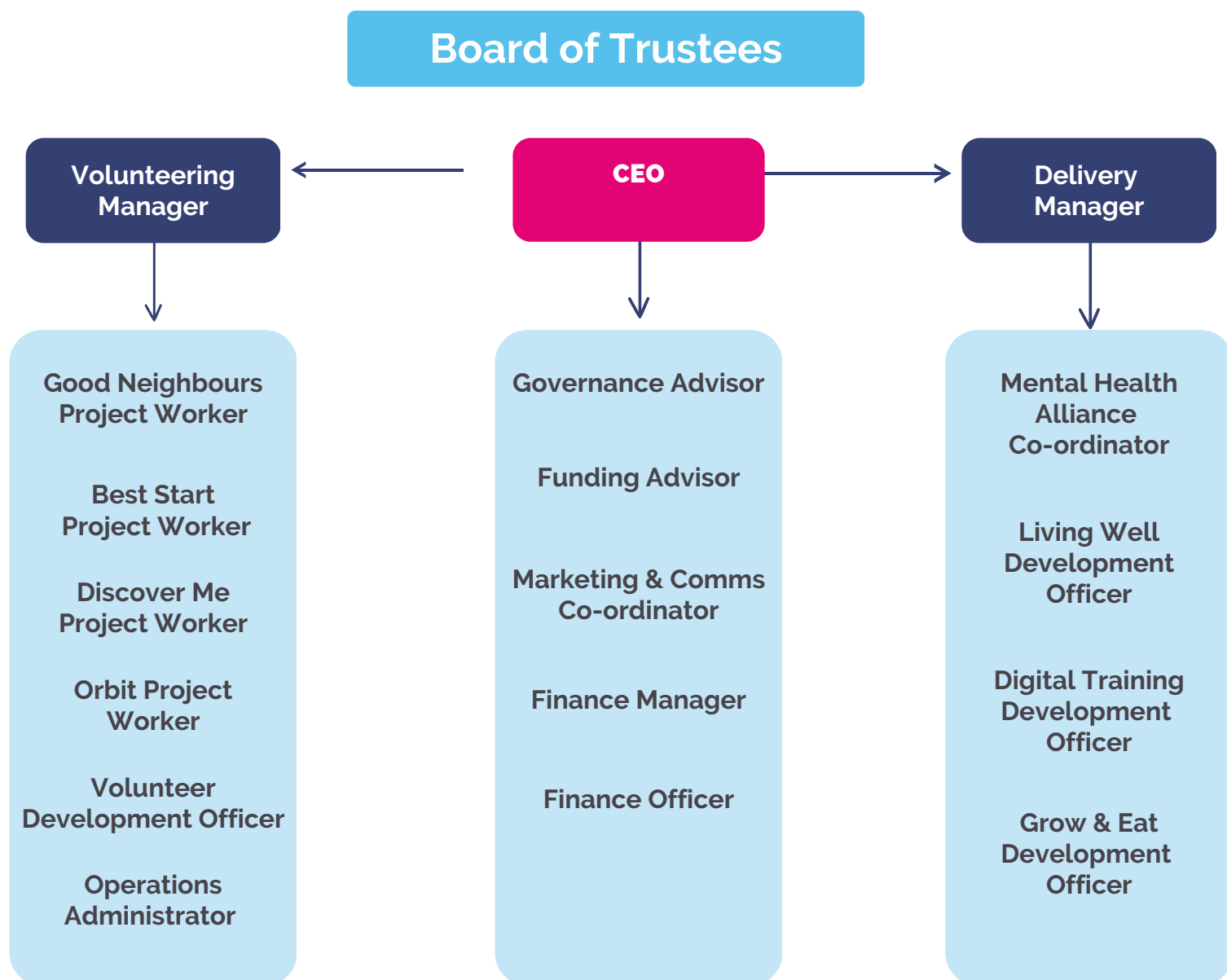
CORE SERVICES	VOLUNTEERING	SUSTAINABILITY	PARTNERSHIPS	REPRESENTATION
				
				
We will provide a full range of high-quality core services free to volunteers and voluntary and community organisations across North Tyneside.	We will manage and operate the North Tyneside Volunteers Centre, and directly deliver programmes that enable volunteers to support local residents and organisations.	We will offer a number of chargeable services that are in demand within the VCSE sector, but which lie outside of our free core services.	We will support and facilitate strong, mutually beneficial partnerships between VCSE organisations and other sectors.	We will ensure the VCSE sector has a strong voice, is respected and is involved in decision-making as an equal partner.

VODA VALUES

SECTOR & BOROUGH WIDE

ENGAGE - SUPPORT - DELIVER

Structure of VODA



Why work for VODA

At VODA we try to create an atmosphere of trust and respect, where people feel valued and engaged, and where everyone is treated equally. We strive to be a good employer, service provider and neighbour. Among the benefits of working for VODA are:

- **Flexibility and Hybrid Working:** We believe in arranging work patterns around other commitments such as family life, so we offer hybrid working arrangements and flexibility around working times.
- **Pay:** We pay our staff at very competitive rates.
- **Pension:** Providing you are eligible, VODA contributes a monthly amount into the designated pension scheme.
- **Mileage allowance:** We pay car or cycle mileage allowance for work-related journeys.
- **Holidays:** Full-time staff currently get a minimum of 28 days holiday a year, rising by 1 day per year up to a maximum of 33 days plus Bank Holidays. Part-time staff receive holidays pro rata.
- **Volunteer Days:** We offer 5 volunteer days per year (pro rata for part-time staff).
- **Wellbeing Activities:** We offer an optional monthly wellbeing hour when staff can choose to take part in a variety of activities organised by the wellbeing working group.
- **Focus on Employee Development:** We believe that as staff develop, so too does VODA. To encourage this, we provide a Personal Training Budget, regular Support and Supervision Sessions – with the emphasis very much on support – to help staff review their projects and their own needs. At the end of the year, we pull everything together in a more formal Personal Review & Development Session to help you take stock of what has happened during the previous 12 months, and what you need to do to meet the challenges that lie ahead.
- **Sick Pay Scheme:** We operate a contractual sick pay scheme (after the first 6 months of employment) to help you when you are unwell. The length of contractual sick pay depends on how long you have worked for us.

Why work for VODA

- **Health Care Scheme:** Staff are entitled to join our health care scheme operated by BUPA.
- **Carers Leave:** VODA staff are entitled to one week every 12 months of unpaid Carers Leave if they have dependants who rely on them for care.
- **In-house expertise:** VODA has been around for more than three decades, and during that time, we have built up expertise in several key areas. The way we work allows you to draw on that expertise and add your own to it.
- **Unrivalled experience:** VODA is a key player in North Tyneside's voluntary and community sector. You will gain invaluable experience that you can use to further develop your career.
- **Cross-team working:** No one works in isolation at VODA. In addition to being an integral part of your own team, you will have the opportunity to work with other teams on common themes, to join working groups, and to have your say on a wide range of issues.
- **Conferences:** We encourage staff to attend conferences that will benefit them, VODA and the community.



Quotes from staff



“ VODA's friendly and welcoming atmosphere is one of the many reasons I love working here. Our wide range of projects makes every day interesting, as does our diverse team of encouraging and enthusiastic staff. VODA's collaborative approach to working in the community is one of the many reasons it is such a valued institution and employer in North Tyneside. VODA really cares about its employees and strives to ensure staff are happy and fulfilled. VODA goes above and beyond to accommodate its staff, as well as promoting flexible working and good wellbeing in the workplace. ”

“ VODA is the best place I have ever worked at-everyone is so friendly and supportive. ”

“ VODA is a fantastic place to work - they really strive to give you a healthy work/life balance ”

“ The staff team are fantastic, so supportive, helpful and encouraging of each other. There is a culture of wellbeing, listening to staff and encouraging them to develop their skills throughout the organisation. The individual projects are amazing, there is always lots going on but everyone still works collectively. ”

Quotes from staff



“ I love working for VODA. They really take care of their staff and value each and every one of us. I always feel supported to, listened to and heard. I've never felt happier in a job. It is such a great team to work with.

”

“ At VODA, I feel trusted to do my job in a way that works for me, with the flexibility to balance life and work. There's always support when I need it, and I know I'm part of a team that's making a real difference in the community.

”

“ I have worked at VODA for nearly 2 years now and can honestly say it's an incredibly supportive environment and no matter what project you work on, you're really made to feel part of the wider team. I have also appreciated the amount of training/development opportunities on offer.

”

“ I really enjoy working at VODA with likeminded people. I have found everyone to be very welcoming, supportive and generous with their time and knowledge. It's great to feel well supported and encouraged to develop your own post and project.

”

Operations Administrator – Job Description

Hours: 24 hours per week (across 4 days) Salary: £24,570 – £25,370 per annum (pro rata)

Contract Type: Permanent

Location: Wallsend, North Tyneside

Reports to: Volunteering Manager

Role Purpose

The Operations Administrator plays a key role in supporting a vibrant, ambitious centre of excellence for the voluntary, community and social enterprise (VCSE) sector in North Tyneside. You will provide day-to-day operational, administrative, and facilities support to the VODA team and ensure an excellent experience for our members, visitors, and community groups.

Key Responsibilities

- Front-of-House & Hub Support
- Provide a warm, professional welcome to all visitors by staffing the reception desk.
- Prepare and maintain hub facilities, including meeting rooms, and hot-desking areas.
- Support new and existing hub users by promoting available services and managing bookings.
- Operational & Administrative Support
- Maintain and update VODA's membership database and CRM system.
- Collect, record, and process monitoring and evaluation data in line with organisational requirements.
- Assist with day-to-day office operations, including opening/closing the building and supporting team events.
- Help ensure the smooth running of the Spirit of North Tyneside Hub.
- Compliance & Health and Safety
- Support the implementation of health and safety procedures within the building.
- Ensure compliance with data protection and confidentiality policies.

Person Specification

Knowledge

- Understanding of data protection and confidentiality requirements.
- Awareness of the role and value of the VCSE sector.
- Working knowledge of Microsoft 365 applications.

Experience

- Providing administrative support in a busy environment.
- Recording, collating, and processing data accurately.
- Managing enquiries via telephone, email, and face-to-face communication.

Skills & Attributes

- Excellent interpersonal and communication skills, with the ability to engage confidently with diverse audiences.
- Strong organisational skills, including the ability to plan, prioritise, and manage time effectively.
- Flexible and adaptable, with a willingness to work occasional evenings or weekends as needed.

Conditions of Employment

Pension: If eligible, the post holder will be enrolled into the VODA Pension Scheme.

Hours: 24 hours per week, typically within office hours (9:00am – 5:30pm Monday–Thursday; 9:00am – 4:30pm Friday). Due to the nature of the role working hours will be spread over 4 days 9am to 3:30pm for 3 days and 11am to 5:30pm one day per week. This can be subject to discussion for the right candidate.

Annual Leave: 28 days per year, increasing by one day per full year of service to a maximum of 33 days (pro rata for part-time staff).



Job description

Terms and conditions

Location: North Tyneside

Salary: £24,570 – £25,370 per annum (pro rata)

Contract: Permanent

Pension: If eligible, you will be auto enrolled into the VODA Pension Scheme.

Hours: 24 hours per week (across 4 days)

Holidays: The holiday entitlement is 28 days per year increasing by one day per completed year rising to a maximum of 33 days. All holidays are pro rata for part time staff.

Maternity/Paternity: Details of maternity/paternity leave are available.

Sick Pay: Details of sick pay arrangements are available.

Health Scheme: Employees are entitled to join VODA's health scheme, which is operated through BUPA.

Expenses: Travel expenses are paid for necessary work-related journeys.

Notice: 4 weeks

A decorative graphic at the bottom of the page consisting of several overlapping, curved, abstract shapes in shades of pink and blue.



**North Tyneside Voluntary Organisations
Development Agency (VODA)**

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