

JOB DESCRIPTION

Job Title: Office & Operations Coordinator	Department: Donor Services / CEO Office
Responsible to: Head of Donor Services	Direct Report: N/A
Location: Chiswick, London	Contract Type: Full-time
Salary: £31,000 - £34,000 depending on experience	

PURPOSE

The Office & Operations Coordinator plays a vital role in ensuring the efficient and effective running of DKMS's office and operational activities. This role provides essential support across Donor recruitment, Donor Request Management, logistics, office administration, facilities management, and health and safety. By maintaining smooth operational processes, the role ensures that staff, visitors, and stakeholders experience a well-organised, professional, and welcoming environment. Additionally, the role upholds DKMS's commitment to high-quality standards in donor registration and office management, contributing to the organisation's life-saving mission.

KEY INTERNAL AND EXTERNAL RELATIONS

Internal

- Head of Donor Services
- Head of Donor Request Management and team
- Donor Recruitment Team Lead and Coordinators
- Marketing & Communications Team, specifically, Brand Managers

External

- DKMS volunteers
- Partner organisations
- Agencies and suppliers
- Couriers
- Regulatory bodies for building Health & Safety

KEY RESPONSIBILITIES

Donor Recruitment, Donor Request Management & Logistics Support

- Take ownership of the day to day logistics and operational tasks, exemplified below;
 - Manage the packing, delivery, and return of Donor Recruitment event boxes for external supporters.
 - Manage the packing, postage, and replenishment of Donor Blood Draw boxes for Donors found to be a potential stem cell match.
 - Open all incoming returned swab kits and manage a weekly shipment to the DKMS Lab in Germany.
 - Work closely with and collaborate with the Donor Recruitment Team and Donor Requests Team in day to day workload.



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- Maintain good working knowledge of the Donor and Initiator Journeys.
- Challenge the status quo and suggest improvements in processes to the relevant teams and management.
- Generate and submit weekly/monthly reports on workload and stock management.
- Oversee stock management and ordering, including monthly and annual stock counts.
- Assist with management of the shared email inbox for the operations team.
- Work with external stakeholders, such as couriers and external fulfilment partners.

Office Administration & Reception Assistance

- Work with the Office & Operations team to ensure the smooth running of DKMS's office, acting as a point of contact for visitors when cover of reception is required.
- Sign for deliveries, manage incoming/outgoing post for all departments, and arrange couriers.

Facilities & Health & Safety Management

- Support the Office & Operations team in fire marshal/fire and emergency evacuation drills and ensure compliance with H&S regulations.

OTHER DUTIES

- Provide support to other teams during peak periods.
- Participate in staff training, team meetings, and company events.
- Ensure compliance with data protection, confidentiality, and equality policies.
- Undertake additional duties as required.

PERSON SPECIFICATION

It is not expected that the successful candidate will necessarily have experience / competency in all the areas highlighted below. Support and training will be provided.

- Proven experience in an administrative, office management, or operations role.
- Ability to manage multiple tasks, prioritise workload effectively, and meet deadlines.
- High level of accuracy when handling donor materials, logistics, and compliance-related tasks.
- Strong attention to detail.
- Strong verbal and written communication skills with the ability to engage professionally with staff, visitors, and external stakeholders.
- Friendly and professional approach to handling enquiries and welcoming visitors.
- Comfortable using Microsoft Office (Word, Excel, Outlook, Teams), databases, and other office systems.
- Experience in handling inventory, ordering supplies, and coordinating deliveries.
- Understanding of coordinating office maintenance, liaising with contractors, and ensuring a well-functioning office environment.

- Proactive in identifying issues and implementing practical solutions.
- Able to take initiative and work independently with minimal supervision.
- Willingness to collaborate and support colleagues across different departments.
- Comfortable working in a fast-paced environment and adjusting to changing priorities.
- Passion for supporting a life-saving cause and working with a purpose-driven organisation.

Desirable Skills & Experience:

- Experience working in a charity or non-profit organisation.
- Knowledge of GDPR and data protection best practices.
- Familiarity with data handling or logistics in medical shipments.

Conditions of Employment

- 37.5 hour week, Monday to Friday (9am – 5pm).
- 25 days' holiday per annum (plus public holidays), increasing by length of service.
- **Office based role, 5 days a week**

Benefits

- Salary sacrifice pension scheme – automatic enrolment contribution rate: 3% employee, 5% employer.
- Life Assurance (Group Life Policy) and access to Aviva Digicare+
- Corporate Eye Care Scheme
- Cycle to Work Scheme
- Season Ticket Loans
- Further information on staff benefits are covered on our [website](#).