

Title	Operations & Network Coordinator
Hours	28 hours per week
Salary	£21,348.85 - (FTE £28,211 for a 37 hour week)
Annual Leave	21.5 days paid leave + public holidays + the organisation closes for a period agreed annually, over Christmas and New Year. (FTE 28 days paid leave)
Contract	Fixed-term contract for 36 months, subject to successful completion of a six-month probationary period
Location	Fully remote with monthly team meetings in central London

How to apply for this role

If you would like to have an informal conversation about the role before applying, or if you have any questions, please email info@nnecl.org

Please submit your CV and a cover letter of no more than two pages (using Arial 12 point or an equivalent accessible font size) outlining how your knowledge, skills and experience align with the person specification and what you would bring to NNECL. Please use “Operations & Network Coordinator application” as the email subject header and send your application to info@nnecl.org by 5:00pm Monday 10 August 2026.

Interviews will take place during the week commencing w/c 31 August 2026. Ideally, the successful candidate will join us in September 2026.

NNECL is committed to accessibility, inclusion and a fair recruitment process. If you need to discuss reasonable adjustments or access requirements, please email info@nnecl.org

About NNECL

The National Network for the Education of Care Leavers (NNECL) is an award-winning charity working to improve educational outcomes for care-experienced and estranged learners across the UK.

Through our network of universities, colleges and partner organisations, we help support more than 5,000 care-experienced and estranged learners each year. We are a small but ambitious organisation with a strong reputation for delivering impact, influencing policy and practice, and supporting institutions to create meaningful change.

Although we operate with a lean team, we are highly effective and deliver far beyond our size. As our organisation continues to grow, we are investing in our capacity and creating opportunities for talented individuals to grow with us.

Inclusion and Belonging

At NNECL, we are committed to creating a workplace where everyone feels valued, respected and able to thrive. We welcome applications from disabled people, people with long-term

health conditions, neurodivergent people, people with care experience, people returning to the workplace, older candidates, and people from all backgrounds and experiences. We recognise that people bring different perspectives, skills, experiences and ways of working, and we value the contribution that each colleague makes to our organisation. We are committed to removing barriers wherever possible and creating an environment where people can do their best work. We welcome conversations about reasonable adjustments and support needs throughout the recruitment process and during employment.

About the Role

We are seeking an experienced **Operations & Network Coordinator** to play a pivotal role at the heart of NNECL. This is a varied and rewarding position supporting almost every aspect of the organisation, from membership services and communications to events, governance, projects, finance and organisational operations. Working closely with the Executive Director and Programme Manager, you will help ensure the smooth and effective running of NNECL while contributing to the delivery of our strategic priorities.

This is not a traditional administration role. It offers the opportunity to work across multiple areas of a growing national charity, take ownership of key organisational functions, and develop new skills and responsibilities as the organisation continues to grow. As part of a small, ambitious core team, you will have the opportunity to shape how we work, improve processes, and contribute to a wide range of organisational initiatives.

The role requires someone who enjoys variety, takes initiative, and is comfortable adapting to changing priorities. No two days are the same, making this an ideal opportunity for someone who thrives in a collaborative environment, enjoys solving problems, and wants to make a meaningful contribution across the organisation.

We are looking for someone who is keen to make a long-term commitment to the role, becoming a valued member of our team as NNECL continues to grow and develop.

About You

You are an experienced, organised and proactive professional who enjoys working in a varied role and takes pride in delivering high-quality work. You communicate confidently and with warmth, patience and respect with a wide range of people, build positive relationships and are comfortable handling sensitive information with discretion. You are comfortable using digital systems and learning new ways of working.

You enjoy working in a fast-paced environment where priorities can change. You take ownership of your work and are equally comfortable working independently or as part of a small, collaborative team. You are confident working remotely, understand the realities of a growing not-for-profit organisation, use resources wisely and are committed to helping NNECL deliver the greatest possible impact for care-experienced and estranged learners.

Experience of Microsoft Outlook, Word and Excel is essential. Experience using CRM databases or similar digital systems is desirable, and we welcome applicants who are confident learning new platforms and ways of working.

This role may suit an experienced administrator, someone returning to work after a career break, or someone seeking a better work-life balance while continuing to develop their skills and experience.

We are particularly interested in applicants who want to grow their career with us, contribute to a growing charity and make a meaningful difference through their work.

What You'll Be Doing

As our Operations & Network Coordinator, you'll work across every aspect of the organisation, helping to ensure NNECL runs smoothly while supporting the delivery of our programmes, services and strategic priorities.

Membership and Stakeholder Support

You'll provide an excellent experience for our members and partners by:

- Managing membership renewals and supporting membership growth and engagement.
- Acting as a professional first point of contact for enquiries.
- Building positive relationships with members, education institutions, assessors and external stakeholders.

Communications and Marketing

You'll keep members informed and engaged by:

- Producing and distributing newsletters, bulletins and other communications using HubSpot and Outlook.
- Maintaining website content and supporting NNECL's social media activity.
- Creating engaging communications that promote our work and impact.

Events and Programme Delivery

You'll coordinate and support the delivery of NNECL's national programme by:

- Coordinating webinars, online events and the Annual Conference, including registrations, logistics, communications and supporting materials.
- Supporting the delivery of programmes, projects and organisational initiatives.

Projects and Partnerships

You'll contribute to developing and delivering our programmes by:

- Supporting the creation of training materials, resources and learning activities.
- Working with practitioners and trusted adults involved in the Inspire programme.
- Supporting institutions and assessors participating in NNECL's Quality Mark.

Governance, Finance and Operations

You'll help ensure the organisation operates efficiently by:

- Coordinating meetings for the Board of Trustees, National Strategy Group and regional groups, including agendas, papers, minutes and action logs.
- Processing invoices, expenses, honorarium payments and other financial administration.
- Maintaining organisational records and systems while identifying opportunities to improve processes and ways of working.

Information Management and Compliance

You'll help maintain high standards of governance by:

- Managing databases, records, trackers and reporting systems in line with GDPR and organisational requirements.
- Carrying out data quality checks to ensure information is accurate, compliant and up to date.

General Responsibilities

- Work in line with NNECL's values, policies and procedures.
- Provide organisational support to the Executive Director and wider team.
- Contribute positively to the continued growth and development of the organisation.

What You'll Bring

Essential	Desirable
At least three years' experience in an administration, coordination, operations or office support role	Experience working in a local authority leaving care team or an education-focused organisation
Excellent written and verbal communication skills, with the ability to communicate professionally with a wide range of audiences	Experience supporting organisations that work with people facing barriers to education, opportunity or inclusion
Experience coordinating meetings, maintaining accurate records and managing administrative processes, including financial administration	A professional understanding of the post-16 education landscape and the role of partnership working in improving outcomes
Strong digital skills, including Microsoft Office, with the confidence to quickly learn new systems and platforms	Experience using CRM, finance or project management systems such as HubSpot, SharePoint, QuickBooks or similar
Excellent organisational skills, with the ability to manage competing priorities, build positive relationships, use initiative and find practical solutions in a fast-paced environment	Experience working in the voluntary sector or another small, values-led organisation, with an understanding of the flexibility and resourcefulness required in this environment
The ability to work independently while contributing effectively as part of a small, collaborative team	

What We Offer

At NNECL, you'll be joining a supportive and ambitious team where your contribution will have a direct impact. We are committed to creating a flexible, inclusive and positive working environment where people can do their best work.

We offer:

- Fully remote working, with monthly team days at our co-working space at London South Bank University. The venue and local transport links are accessible, and we cover reasonable travel costs to support attendance at Together Days.
- The IT equipment and support needed to work effectively from home, along with a home working allowance.
- Flexible working from day one, with a commitment to supporting different working patterns and considering any reasonable request for flexible working arrangements.
- A family and carer-friendly working environment, recognising the importance of balancing work with personal responsibilities.
- A culture built on trust, flexibility and autonomy, where you are trusted to manage your workload and make a meaningful contribution.
- Membership of a Living Wage Foundation accredited employer, meaning we are committed to paying the real Living Wage.

- Generous annual leave of 28 days (full-time equivalent) plus Bank Holidays, as well as an organisational closure period over Christmas and New Year.
- Automatic enrolment into the Nest Corporation pension scheme, with employer contributions of 3% and employee contributions of 5%.
- Opportunities to learn, develop and gain experience across a growing national charity.

Additional Employment

This role is expected to be the successful candidate's main paid employment commitment. Any other paid work, professional commitments or business interests must be discussed and agreed with NNECL in advance. Colleagues must not undertake other employment or business activities during their contracted working hours with NNECL. This helps ensure that colleagues can give their full attention to their role, maintain confidentiality, avoid conflicts of interest and support a positive working environment for everyone.

Accessible recruitment

We want our recruitment process to be accessible and welcoming to everyone. We are happy to make reasonable adjustments throughout the recruitment process, including at interview, and encourage applicants to let us know what support they need. To support candidates to prepare, we share interview questions in advance of interviews.

Use of AI in Applications

We recognise many people use AI tools to support different aspects of their work and everyday lives, and we understand applicants may use AI to help structure or review their application. However, we want to hear your voice and understand your own experience, skills and motivation for applying to NNECL. We encourage you to prepare your application yourself and use AI as a supportive tool rather than a replacement for your own thoughts and examples. The strongest applications will be those that reflect your genuine experience, achievements and interest in the role.