



Setting Standards for
Retirement Communities

Job Pack

Operations & Events Assistant /
Operations & Events Coordinator

The Associated Retirement Community Operators (ARCO) is the main body representing the retirement community sector in the UK.

Job title:	Operations & Events Assistant / Operations & Events Coordinator (title depending on experience)
Salary:	£25-£35k PA (dependent on role/experience)
Type:	Permanent
Hours per week:	35 (with potential for some flexibility)
Location:	London (Tooting)
Start date:	As soon as available
Accountable to:	Head of Operations & Membership

Thank you for clicking through for more information.

This is an amazing role that will give you the opportunity to show what you can do. Working with our dynamic team, you'll build an effective range of skills that will supercharge your CV. We're not looking for someone who can do everything already, but someone with a lot of potential, who is motivated, proactive and eager to grow.

We look forward to meeting you!

Introduction

An ageing population. The housing crisis. Our health and social care systems under intense pressure.

We work hard to solve all of these issues – at the same time.

Our vision is for all older people to have the option to live in high quality Retirement Communities in their later years. Retirement Communities maintain independence, foster friendships and ease loneliness – they create positive outcomes for older people and their families. They also provide a benefit to our public services, free up housing for all generations, and make a huge contribution to our health and social care economy. And residents love them, as evidenced by satisfaction surveys. If that's not something worth getting involved in, what is?!

The Retirement Community sector

Retirement Communities are about more than bricks and mortar – and are also about more than care. It's about buying or renting high quality housing with a safety net of services to go along with it. Still not sure what it is? You are not alone – communicating a clear vision of what our sector provides is one of the key challenges ARCO is currently engaging with.

The sector is still in its infancy in the UK – only 0.5% of over 65s live in a Retirement Community. If we were to reach only half the levels seen in other countries with more mature markets, we'd need to build around 250,000 homes by 2030, which is our vision.

Doing so will require spending £60 billion along the way, so the opportunities are huge, and we need your input to make it happen.

About you

In this role, you will be making a difference today. But the real impact of your work will be measured by whether the Retirement Community sector will have reached its potential in 10, 20 and even 50 years' time – currently, we are busy laying the foundations to redefine the future of housing, care, and support for our ageing population.

So we want your experience, your intelligence, and your enthusiasm for the work we do.

We need someone who shares our passion for improving the lives of older people.

We need someone who's a team player, energetic, adaptable, resourceful, and collaborative, who is keen to take responsibility, continually develop, and consistently deliver to a high standard.

We need someone with an even mix of abilities in: on the one hand processes, organization and attention to detail, and on the other hand planning and delivering engaging events and liaising with key contacts at member and affiliate organisations.

This role is for someone who wants to do something really worthwhile, who wants to make things happen and be part of something big and meaningful.

You will have excellent communications skills and

enjoy getting out there, meeting people and building authentic and responsive relationships.

You will be self-motivated to achieve, and enjoy exceeding expectations. You will have resilience, creativity, imagination, and the ability to think things through and communicate your ideas.

You will be highly organised, have keen attention to detail, and a commitment to keeping the business running smoothly, providing foundational support needed for all members of the team to effectively do their work.

It is a varied role so we're open to a wide variety of candidates – experience in the sector is not essential, nor is specific experience of working in operations, HR, finance, membership engagement or events. We are instead looking for someone with the potential to grow and thrive within the diversity of this role.

We know that the right candidate has an exciting career ahead of them and will want to grow and develop their skills and experience in their time with us. We are highly committed to supporting your development and recognise that after a few years you may grow out of this role and take on a new role at ARCO or elsewhere. In doing so you will have delivered a huge amount for our sector and helped to make ARCO even more successful.

Purpose of the role

To support ARCO's day-to-day business, making sure that our processes work well, delivering membership functions to keep current members and affiliates engaged, coordinating our events.

Benefits of the role

- 25 holiday days per year, exclusive of bank holidays and any other time the office may be closed.
- Employer pension contribution.
- Flexible working hours.
- Opportunities for training and personal development.

About us

We are a small team but we get things done, because everyone mucks in. As a small team we all have the chance to experience and be involved in all aspects of the organisation's work. If you have a passion for hierarchy, legacy systems and an unwavering belief in never questioning the status quo – this role is not for you.

ARCO is six years old, but we're pretty grown up – with eight members of staff (including you), a network of 30+ operating members and 70+ affiliates, we provide sector-leading insight, events, and influence (our members describe us as "punching well above their weight").

Our members are a combination of private companies, charities, and housing associations – what unites us is a joint commitment to older

people's wellbeing; providing choice, enabling independence, and delivering high-quality housing and services. In the UK, sector regulation and legislation for Retirement Communities is still in its infancy. We believe that over time, regulation and legislation for our sector will (and needs to) develop. Therefore, ARCO has put in place its own Consumer Code, designed to drive up standards and consumer confidence. This represents an excellent starting point for future Retirement Community regulation in the UK.

Of course, this also means that we need to engage with a wide network of stakeholders, including central government, local government, advocacy organisations, regulators and the media, while working with our current members and affiliates and recruiting new ones – we keep busy!

Key tasks of the role

1. Member management

- a. Building and maintaining positive relationships with current members; retaining those members.
- b. Supporting membership functions to member organisations, including yearly re-registration, maintaining the database of registered schemes, certifying schemes, and liaising with and answering member queries.
- c. Supporting the recruitment of new members, as well as ARCO Accelerator Programme subscribers, engaging organisations all along their membership process, from Accelerator to Prospective Member to Full Member.

2. Affiliate and sponsorship management

- a. Building and maintaining positive relationships with current affiliates (including Premier Partners) and sponsors.
- b. Affiliate and sponsor administration, including maintaining information on current and interested affiliates and sponsors, and overseeing the Suppliers Directory
- c. Supporting the recruitment of new affiliates, and sponsors for events and other projects.
- d. Ensuring affiliates and sponsors receive the benefits of their package(s) and liaising with them on an ongoing basis, answering queries, and assisting them as needed.

3. Supporting ARCO events

- a. Helping to deliver external conferences, internal and outward-facing workshops and meetings throughout the year and helping to plan the content of events.
- b. Liaising with: our internal event Chairs, speakers, sponsors, designers, printers and couriers (to plan and deliver collateral), venues and caterers, attendees and tech support.
- c. Taking notes and minutes for internal meetings, as and when needed.
- d. Working with the comms team on event marketing strategies.

4. Supporting ARCO's internal business

- a. Supporting HR, finance, and other internal functions.
- b. Office management including IT systems (e.g., shared drives, software licenses, servers, phone systems), liaising with the landlord, maintaining appropriate insurance, ordering supplies and keeping the office stocked, sending and receiving mail, organising cleaning and disposal.
- c. Managing ARCO's CRM system to maintain contact with members and stakeholders.

5. Other tasks and requirements

- a. Supporting the delivery of ARCO's Vision 2030. This Vision and its components form the basis of ARCO's activities for the coming years. All ARCO team members are required to undertake any reasonable activities which will assist in the delivery of this Vision.
- b. Contributing to the production of content or web, intranet, member bulletins, email, and print, typically about ARCO operations and events.
- c. Being willing to travel during the course of your duties with possible overnight stays away from home.
- d. Undertaking any other duties commensurate with the purpose and remit of the post.

The team you'll be working with



Michael Voges
Executive Director

As Executive Director, Michael is in charge of overseeing the delivery of ARCO's strategy on a day-to-day basis. Michael has worked with ARCO since its formation in 2012. He successfully led Cordis Bright's work on providing the ARCO Secretariat until July 2013, and was appointed as ARCO's first Executive Director in August 2013.

Michael was a public sector consultant for 6 years, having previously worked as a journalist. He holds a BA in Social and Political Sciences from Cambridge University, and an MSc in Comparative Social Policy from Oxford University.



Shandi Petersen
Head of Operations

Currently Head of Ops, Shandi is shifting into a new role focused on ARCO's Vision 2030 priorities, and in particular leads on our standards programme, ARCO Analytics, and ARCO Academy. Shandi has worked with ARCO in a variety of roles since 2012.

Shandi is a social psychologist who has worked across health, social care, and education in the UK and abroad. She holds a BA in Psychology from the University of Calgary and an MSc in Social Psychology from the University of Helsinki.



Ellie Pyemont
Head of Operations & Membership

Ellie joins ARCO in January 2019 as Head of Operations & Membership. Ellie will be ensuring the continued effective running of ARCO and developing our membership, sponsors and affiliates programmes.

Ellie has a background in organisational and business development, and digital services delivery. Ellie has a Masters from Warwick Business School and a first degree in Modern and Medieval Languages from Cambridge University.



Gareth Lyon
Head of Policy & Communications

As Head of Policy & Communications, Gareth leads on ARCO's engagement with key decision makers and influencers, developing our thought leadership on behalf of the sector and the day to day management of our communications channels. Gareth joined ARCO in May 2018.

Gareth has worked in all aspects of policy and communications for over 13 years in a range of sectors including health, social care, education, science and technology. He has also served as a local councillor for over 10 years with particular experience in planning and community. He has a degree in History and Politics from Oxford University.

Person Specification

Education	
Degree educated	Essential
Commitment to continuing professional development	Essential
Experience & Skills	
Self-motivated and pro-active with a high level of accountability	Essential
Ability to work to a fast-pace and manage multiple workloads	Essential
Highly organised with strong planning skills	Essential
Adaptable, resourceful, resilient, and with a can-do attitude	Essential
Excellent attention to detail	Essential
Excellent verbal and written communication skills	Essential
Ability to think creatively and flexibly	Essential
Analytical skills including numerical competence	Essential
Willingness to work flexibly and to tight timescales	Essential
Comfortable in a small team, working in a variety of roles	Essential
Proficiency with Microsoft Office	Essential
Aptitude and experience using CRMs	Desirable
Operational experience such as with HR, finance, maintaining IT and phone systems, or office management etc.	Desirable
Experience organising events	Desirable
Experience with member or sponsor engagement	Desirable
Background working in health, social care, and/or housing	Desirable
Background working in a customer facing role	Desirable
Values-based requirements	
To be committed to the principles of equal opportunities and diversity	Essential
To have a genuine interest in the health, social care, and housing field	Essential
To have a genuine interest in promoting the wellbeing of older people	Essential
To be committed to being an ambassador for ARCO's <u>mission</u> and <u>vision</u>	Essential

This information will be used as part of the shortlisting process.

How to apply

Please apply with the following:

- A concise and precise covering letter detailing why you are interested in this position and clearly explaining how you meet the person specification.
- A short CV (maximum of 2 pages), which should clearly outline any relevant experience to date.

Please note that the closing date for applications is at midnight **Tuesday 11 December 2018**.

Please send your application to **info@arcouk.org**.

- We will conduct initial interviews by phone on 13 and 14 December. Candidates progressing to the next round will be asked to complete online assessments on 17 and 18 December and successful candidates will be invited for an interview/presentation on 3 and 4 January 2019.

Our preference is for the successful candidate to start as soon as possible, although we are willing to adjust timescales depending on notice periods and availability.

Please note we will not be able to give feedback to every applicant, but we will endeavour to provide feedback to every candidate we invite to interview.



Associated Retirement Community Operators (ARCO)

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Trident Business Centre, 89 Bickersteth Road
Tooting, London, SW17 9SH

Email: info@arcouk.org

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For more information on ARCO, visit:

www.arcouk.org