

operations co-ordinator

Employment Type: **Permanent**
 Job Type: **Full-time**
 Location: **Pride Park, Derby**
 Reporting to: **Operations Manager**

about the role

Twyford Care Group is seeking a highly organised, detail-oriented Operations Co-Ordinator to support the effective running of our Head Office operations. Based at our Pride Park headquarters in Derby, this varied role plays a key part in ensuring the smooth delivery of business processes across recruitment, compliance, finance, property management, and business development. You will report to the Operations Manager and work closely with the wider leadership team to maintain high standards, efficiency, and compliance across the organisation, directed by Service Managers.



requirements

- Strong organisational and time-management skills, with excellent attention to detail.
- Effective communication and interpersonal skills; able to work independently and as part of a team.
- Proactive, professional, and discreet, with the ability to manage confidential information.
- Flexible, adaptable, and able to prioritise effectively in a fast-paced environment.
- Experience in operations, administration, or HR, ideally within the care, property, or service sectors.
- Working knowledge of payroll, expenses, pension and PAYE submissions, and financial systems.
- Comfortable using platforms such as Capium, Access Care and Microsoft Office including Excel.
- Full UK driving licence and access to a personal vehicle.
- The legal right to live and work in the UK.

salary & benefits

- Competitive salary.
- Annual performance-based bonus scheme.
- Company pension contribution.
- Flexible working hours and family-friendly policies.
- Free enhanced DBS check.
- Comprehensive induction programme.
- Ongoing training and CPD opportunities.
- Invitations to company events and staff recognition schemes.

How to apply: Please register your interest by emailing your CV to humanresources@twyfordcaregroup.co.uk

key responsibilities

recruitment & staff compliance

- Coordinate job advertisements, screen applicants, and maintain recruitment tracking.
- Manage the staff induction process, including the preparation and amendment of onboarding packs, competency frameworks, and employee handbooks.
- Oversee staff compliance documentation, including DBS checks, ID orders, contract pack creation, and maintaining up-to-date employee records.

finance & payroll

- Submit and reconcile invoices in line with service delivery and internal financial systems.
- Support bookkeeping processes using accountancy software to assist in preparing monthly management accounts.
- Manage the company's expenses inbox, process receipts and invoices, and maintain accurate records.
- Review payroll data and submit to the Accounts Department for processing.
- Handle staff expenses, pension contributions, and PAYE transactions.
- Oversee the use of the company's expense card system, ensuring policy adherence, receipt collection, and budget monitoring.

property & facilities management

- Maintain property compliance trackers (e.g. leases, gas safety, EICR, fire safety, emergency lighting, utility accounts, and licensing).
- Liaise with the Maintenance Coordinator to address repairs and maintenance issues across sites.
- Process and submit maintenance invoices, including generating charges for recoverable damages in accordance with the maintenance tracker.



property acquisition & business development

- Research and identify opportunities for property acquisition or service expansion by engaging potential vendors and scheduling meetings for directors.
- Support the legal and administrative processes related to acquisitions, including solicitor liaison and document preparation.
- Coordinate marketing materials and information packs for new services and available properties.
- Organise company marketing events and open days to promote new developments and services.

office Management

- Manage general office operations, including supplies, cleanliness, and coordination of cleaning staff.
- Handle incoming and outgoing correspondence and ensure efficient mail handling.



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- ✉ admin@twyfordcaregroup.co.uk

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