

Creative Kernow (CK)

Operations Coordinator (Internal and Governance)

This is one of two Coordinator roles which are based in the operational vertical but support our full organisation. Reporting to the Operations Manager, the team keeps Creative Kernow's day-to-day work joined up across every area. Where workloads require, the coordinators support one another and work flexibly across responsibilities. They are based in the front office, which also serves as Creative Kernow's reception.

Shared Responsibilities

1. Reception & Visitor Experience

Ensure a smooth, professional and welcoming reception service at Krowji, creating an excellent first impression for all visitors and a reliable point of contact for everyone on site.

- Manage reception, ensuring all visitors to the Krowji site are greeted promptly, professionally and directed appropriately.
- Act as a primary day-to-day point of contact for tenants - answering queries, passing issues to the Operations Manager and helping to ensure a responsive, well-managed tenant experience.
- Handle all incoming and outgoing post and parcel deliveries efficiently.
- Oversee all aspects of meeting room hire - managing bookings, preparing rooms and ensuring a high-quality experience for internal and external users.

2. Office & Organisational Coordination

Provide the day-to-day coordination that keeps Creative Kernow running - ensuring staff across all three verticals are well-supported, well-supplied and able to focus on their work.

- Ensure office supplies are adequately stocked across the organisation - monitoring levels, placing orders and managing supplier relationships for consumables and general supplies.
- Be the first point of contact for all CK calls and messages and ensure they are dealt with promptly and appropriately.
- Provide coordination support to team members across all three verticals as directed by the Operations Manager - taking on stand-alone tasks and supporting delivery where capacity is needed.
- Support the smooth running of on-site and off-site events - assisting with logistics, set-up, coordination and administrative requirements.
- Act as cover and cross-support for the coordinator (External & Communications) during busy periods or absence.

3. Facilities & Site Coordination

Provide reliable day-to-day coordination support to the Estates & Facilities Manager - helping to keep the Krowji site running smoothly through effective communication, coordination and record-keeping.

- Act as a point of communication between tenants, staff and the Estates & Facilities Manager on maintenance and facilities issues - logging, relaying and following up on reported problems.
- Support the coordination of contractors on site - updating the maintenance schedule, arranging contractor visits and confirming access as directed by the Estates & Facilities Manager.
- Assist with maintaining accurate records of inspections, works completed and facilities coordination.

Core Responsibilities

1. Tenant Coordination

Support the Operations Manager in the effective day-to-day coordination of Krowji tenancies — keeping records accurate, processes smooth and tenants well-supported.

- Maintain and update the tenant database — ensuring all tenancy information is accurate, current and accessible.
- Coordinate the process for tenants moving in and out — ensuring all relevant paperwork, induction documentation and records are in place and properly filed.
- Support the Operations Manager with tenancy correspondence, scheduling and record-keeping as required.

2. IT Coordination

Ensure Creative Kernow staff have effective, well-supported IT systems and equipment – acting as the first point of contact for IT matters and keeping coordination around equipment and access well-managed.

- Act as the key point of contact for IT support across the organisation – logging issues, liaising with external IT support providers and ensuring problems are resolved promptly.
- Coordinate IT access for starters and leavers – setting up accounts and equipment for new starters and ensuring timely offboarding of access and equipment when staff leave.
- Maintain the IT asset register – tagging, recording and auditing equipment across the organisation and keeping records current.
- Ensure printers, photocopiers and other shared office equipment are operational – arranging maintenance or repairs as needed.

3. C365 - What's On & Box Office Administration

- Compile and manage weekly ticket sales reports for all event organisers.
- Manage the box office and What's On phone line and inbox, responding to enquiries, processing ticket sales and arranging refunds. Triaging enquiries and posting them to the appropriate members of staff.
- Manage the creation, publication and updating of events on Ticket Tailor, including communicating and implementing event changes and cancellations.
- Distribute door lists at agreed times, in accordance with arrangements made with event organisers and venue agreements.
- Supporting with the production of the quarterly What's On guides, listing and categorising events, compiling images and proof reading.
- Supporting with and processing listings, updating and where event organisers have upgraded their marketing package and processing the associated fees and invoices.
- Compiling and scheduling the Week Ahead newsletter, sharing all events for the coming week.

4. Board Support & Governance Coordination

Ensure Creative Kernow's Board, CEO and Director of Operations are well-supported and that meetings are professionally prepared, accurately documented and properly coordinated — underpinning good governance across the organisation.

- Coordinate the preparation of Board meetings — managing meeting dates, compiling and distributing board papers, managing logistics, coordinating attendee communications and ensuring everything is in place well in advance.
- Maintain board records — including terms of office, declarations of interest, skills audits and governance documentation — in coordination with the Director of Operations.
- Support the Director of Operations with governance compliance coordination — tracking policy review cycles, maintaining the governance calendar and flagging upcoming obligations.
- Provide support as required to the CEO and Director of Operations.

5. HR Coordination

Support the Operations Manager and Director of Operations with HR coordination across Creative Kernow — ensuring processes around recruitment, onboarding, leave and compliance are well-managed and accurately recorded.

- Coordinate the recruitment process — managing job postings, coordinating applications, arranging interviews and supporting candidate communications across the organisation.
- Support the Operations Manager with the coordination of staff onboarding — setting up induction schedules and ensuring new starters have everything they need from day one.
- Coordinate the administration of annual leave — maintaining and updating records, flagging any issues to the Director of Operations.
- Maintain the staff database — keeping personnel records accurate, up to date and managed in line with data protection requirements.
- Support the tracking of staff training requirements — recording completion, flagging gaps and flagging upcoming renewal deadlines to the Director of Operations Manager.
- Provide general HR coordination support to the Director of Operations as required.