



Oxford Mutual Aid
The Richard Benson Hall
276 Cowley Road, OX4 1UR
jobs@oxfordmutualaid.org

Oxford Mutual Aid is seeking a new part-time Operations Coordinator to join our team.

What is Oxford Mutual Aid?

Oxford Mutual Aid is a community organisation, supporting over 250 families every week across the city, primarily through the provision of food support delivered door to door. We are also committed to building community resilience on the matter of food, through seeding the formation of food cooperatives, and working closely with other organisations across the city to tackle the root cause issues of food poverty and financial hardship in the city.

We began in 2020, growing from a volunteer network of experienced LGBTQ and trade union organisers, to our current status as a registered charity since mid-2025. The staff team is small but mighty, around 4.5 FTE strong, split across 8 roles mostly part-time. But we are still majority volunteer led, where over the course of the week over 50 volunteers will come together to support the effort on everything from packing and delivery parcels, to social media and fundraising support.

Location	Hybrid role, but with requirement to work and attend in-person meetings in Oxford
Reports to	Director(s) of Operations, Trustees Board.
Hours	18-24 hours per week (to be discussed at interview stage), flexible across weekdays on a 3 week rota with at least 1 Sunday in 3 required.
Salary	£14.06 / hour (Oxford Living Wage)
Contact type	Permanent
Holidays	28 days equivalent (not including bank holidays)
Pension	Employers pension of 3% with NEST
Start date	Monday, 22nd of June 2026 or as soon as possible thereafter as we seek to have an overlap with person exiting the role
Probation	3 months
Application deadline	Friday, 29th of May 2026

Role overview: Operations Coordinator

The role is part-time, totalling 18-24 hours per week (exact amount to be discussed at interview stage). Hours will be split between remote and in-person coordination, with flexibility as to the hours allocated to each (based on the hours needing to be covered).

Remote hours will be focused on logistical coordination of parcel and meal deliveries, phone line support and general administrative tasks. In-person coordination will be based at the Richard Benson Hall (276 Cowley Road, OX4 1UR) and involve the supervision of food parcel packing, management of volunteer welfare, delegation of tasks, assessment of stock levels and food safety concerns.

The role also provides an opportunity to support in the areas of volunteer recruitment and engagement, internal support systems, external partnerships, fundraising, social media and publicity. In the past, these aspects of the Operations Coordinator role have been defined slowly over the initial period of work, according to each individual's interests and the organisation's needs at a given time.

The role provides a fantastic opportunity to not only understand but shape organisational policies, strategies and logistical operations reflecting both our principles and place within the wider aid infrastructure across Oxford. You will have the opportunity to learn, train and develop new skills as part of a unique and fast-paced working environment, whilst experiencing first-hand how powerful a collective can be.

Not all experience necessarily has to be associated with a paid position, and we welcome examples of volunteer or community organising experience too.

Remote responsibilities

1. Coordination of remote delivery, driving and hall teams to facilitate smooth daily operations, including parcel and meal receipt and delivery
2. Liaison with other Coordinators and Operations Managers to manage stock flow
3. Coordination between external partners to distribute surplus
4. Operating OMA food support phone line, responding to concerns raised and participating in subsequent discussion as appropriate with specialist teams
5. Escalation of concerns as appropriate

In-person responsibilities

1. Coordination of Hall volunteers to facilitate the packing of parcels and maintenance of stock/provisions in the Hall
2. Liaison with other Coordinators and Directors of Operations to manage stock flow (assessment of quantity and relevance to various groups)
3. Managing wellbeing of Hall volunteers and facilitating additional training
4. Monitoring of food safety concerns, including food labelling and preparation

5. Escalation of concerns as appropriate including (but not limited to) Case Management, Health and Safety, and Food Safety

Essential experience & qualities

- Ability to multi-task and manage tasks efficiently
- Ability to work and prioritise effectively in a fast-paced environment
- Ability to collaborate and communicate effectively within a team
- Flexibility and innovative approach to learning
- Ability to maintain professionalism in difficult situations and to respond to complaints or concerns in an effective and proactive way
- Actively committed to social justice and the core aims and values of the organisation
- Due to the physical nature of the job when working at the hall, some lifting, stacking and moving of crates, parcels and other equipment is required. Manual handling training preferred but can be provided
- Proficiency in Google Suite (sheets, forms, docs, email)
- Fluency in English
- Based in Oxford
- Level 2 Safeguarding Training (this can be provided)
- Level 2 Food Safety Training (this can be provided)

Desirable experience & qualities

- Full UK Driving Licence, and a willingness to occasionally drive our electric van when cover is needed for our usual driving team
- Experience with support and/or aid organisations
- Experience with grassroots and social justice organising
- Direct experience with OMA
- Experience in operating phone lines
- Mental Health First Aid training
- Proficiency in Microsoft Excel and/or data management software
- Understanding of confidentiality laws and GDPR guidelines

Application Process

We welcome applicants from all backgrounds, including those who identify as having a disability, those from the LGBTQIA+ community, those from working class backgrounds, those from black, asian and minority ethnic communities and all intersections of the above. If you face any barriers to applying, or have any questions about the role, then please feel welcome to discuss these with us.

Whilst our intention is for the role to begin as soon as possible, we welcome qualified candidates who may have later start dates in mind due to other commitments. Please do not hesitate to apply, and if you have any specific questions you can contact us on jobs@oxfordmutualaid.org anytime.



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To apply please complete [this form](#) **before Friday 29th May 2026**. If you have any queries regarding the application, please contact jobs@oxfordmutualaid.org.

Applicants will be informed of any progress in their application as soon as possible within or shortly after this period, depending on their time of application. The interview process will be as follows (though there is some scope for flexibility):

- Introductory call (via phone or Zoom)
- Panel interview (via Zoom)

The interview process will involve our Trustees & Directors.

Due to the nature of our work, interviews will primarily be held during the **evenings and weekends**. If you are not able to attend interviews at particular times please highlight this in your application form and we may be able to accommodate a time earlier in the day.

There is no perfect candidate, and we always work closely as a team to ensure responsibility is shared as much as possible. If you're looking for somewhere to learn, thrive and develop new skills small and large, we want to hear from you.