



<b>Job Description</b>	
<b>Job Title:</b>	Operations Manager
<b>Location:</b>	London/Waterloo (SE1)
<b>Level/Salary Range:</b>	£25,000 - 27,500 per annum (Dependent on experience)
<b>Position Type:</b>	Full time 36 hours per week
<b>Reporting to:</b>	CEO
<b>Start Date:</b>	Immediately
<b>Application deadline:</b>	12th September 2021 or sooner if a suitable applicant is found
<b>Interviews:</b>	Interviews will be arranged during September.

**Background:**

The Muslim Charities Forum (MCF) is the UK network for British Muslim charities working for social good in the UK and internationally.

Through our network of almost 300 charitable organisations, we aim to collectively build a more accountable, transparent and efficient British Muslim charitable sector, in order to improve our ability—both as individual organisations and as a sector—to contribute to a more just and sustainable world.

Along with our member organisations, we work with a wider network of partners that includes non-member NGOs, regulatory bodies, civil society partners and the academia.

**Job Purpose:**

MCF has a very small team but our impact is far reaching. The Operations Manager has an important role in managing the smooth operations of MCF’s day to day activities, reporting and working directly with the CEO.

This is an exciting role overseeing a range of projects and core services. It is best suited to someone with a diverse skill set, who is well organised, motivated, has the ability to work on their own initiative and is adaptable to a fast-paced office. The role requires the ability to respond to the evolving needs of our members and is a vital part of the MCF team, contributing to transforming the Muslim charity sector nationally. In return, MCF will provide the postholder with opportunity for development, broadening of skills and excellent professional development experience of the international and national development sector.

The post holder will be the first point of contact for the organisation with regular communication with MCF members, media contacts, suppliers and other stakeholders. This

role oversees the planning and delivery of the MCF's innovative and inspiring events, which include; workshops, seminars, trainings and MCF's Annual General Meeting.

The Operations Manager is responsible for office functions including; Health & Safety, Finance, HR and GDPR requirements and updating these policies accordingly. The post holder will also organise internal and external meetings, including preparing reports and documentation for quarterly Board of Trustees meeting.

## **PERSON SPECIFICATION:**

You will be passionate about creating change in the Muslim Charity sector, agreeing to and abiding by our aims and objectives and working in line with our ethical principles. You will become the central go-to person within a small team, working with other skilled and talented colleagues within the sector. You will uphold high degree of confidentiality as the role is privy to sensitive discussions and sharing of confidential information.

This role provides a unique opportunity to understand how Muslim and other NGO's of different sizes operate in the UK and internationally and to contribute by being part of a team which supports charities to become more impactful, accountable and transparent.

Key Responsibilities:

---

### **Supporting Governance and Administrative duties:**

- Prepare updates for the Board of trustees and members.
- Annual report
- To ensure the smooth running of the administrative and clerical functions of the organisation at all times including; managing office assets, Health & Safety, Insurance, database
- Manage email accounts, correspondence, Microsoft licences and Office 365 account permissions.
- Suppliers- print and design and stationery.
- Travel and accommodation bookings
- HR records- staff and volunteer inductions
- Maintaining confidentiality at all times in relation to internal discussions.
- Using and managing online programmes - such as Eventbrite, Mailchimp and Canva to support the marketing and promotion of MCF.

### **HR:**

- Maintaining current HR files and databases.
- Posting job ads, contributing to preparing job descriptions, collating applications for scoring.
- Scheduling job interviews and assist in the interview process where required.
- Processing payroll (via external company), which includes ensuring annual leave and sick days are tracked.

### **Finance:**

- Process prepare and record invoices and supplier bills, including collecting membership fees and maintain records with invoice and payment details.
- Assist in maintaining all expenses and financial transactions and records.
- Prepare expenses for payment.
- Assist with preparing monthly financial reports for the board of trustees.
- Assist and support internal and external audit and preparation of the annual report.

### **Events / External Engagements:**

- Organise a range of specialist B2B events to support our member organisations, this will encompass overseeing; planning, logistics, delivery, promotion, liaising with guests, hosts and media as well as conducting reviews and feedback from events.

- Support and oversee a small team of staff and volunteers to deliver event
- Represent MCF as our ambassador at MCF's events and external events to promote the charity, bring on board new members and supporters and identify opportunities for the development of MCF.
- Liaise with MCF partners and stakeholders as appropriate, maintaining and building relationships .

## CRITERIA FOR SELCTION:

### ESSENTIAL:

- Educated to degree level or equivalent.
- Strong previous office management, or operations coordinator experience.
- Excellent verbal and written communication skills for a diverse audience including supporters, members, trustees, parliamentarians, sponsors, the general public, media and other stakeholders.
- Excellent interpersonal skills.
- Excellent organisation skills including managing projects, preparing work plans and overseeing work of volunteers.
- Digital content experience for platforms including; MCF's website, social media, email communication, print materials, publications, formal letters, etc.
- Experience of using communication tools such as; WordPress, Mailchimp, Canva, etc.
- IT proficient with moderate knowledge of Microsoft Office packages, some experience of using SharePoint or similar cloud-based shared drives.
- Understanding of data protection regulations and excellent ability to maintain a high degree of confidentiality.
- Understanding of maintaining financial records, bookkeeping and preparing expenses and invoices for payment.
- Some responsibility for managing work plans, delegating and overseeing the work of colleague and volunteers.
- Knowledge of the Muslim Charity sector, or some demonstrable understanding of the British Muslim community.
- Awareness and commitment to MCF's aims, objectives and Islamic ethics and principles.

### DESIRABLE:

- Some experience of maintaining HR records and working with payroll companies would be desirable.
- Good understanding of the humanitarian and development sector.
- Adaptable to changing work priorities.
- Ability to work with minimum supervision.
- Contributes to discussions and meetings, providing ideas and suggestions for MCF activities and future plans.
- Interest in developing the Muslim charity sector and the advancement of the British Muslim community.

**Please note:** This job description outlines the key accountabilities of, and output required from the post-holder. It is not a definitive list and the role may change and evolve over time in line with the needs of the organisation.

If you are confident that you meet the above requirements, please send your CV and a cover letter outlining how you meet the person specification above to [info@muslimcharitiesforum.org.uk](mailto:info@muslimcharitiesforum.org.uk)

No agencies, please.