

Operations Manager – Job Description

Job title: Operations Manager

Location: Whitechapel, London

Salary: £20,000-£25,000

Start date: August 2019

About iQra International

iQra International specialises in providing FREE medical treatment to poor disabled children in developing countries. To date, thousands of people have received medical assistance and support from the charity including Physiotherapy, Speech and language therapy, Occupational therapy, Cataract operations, etc. Furthermore, when natural disasters occur, the charity has provided emergency relief across the world as well as providing sustainable development in the form of communal tube wells, pushcarts, sewing machines and building of new homes. While our primary focus has been on Bangladesh, we have also undertaken projects in Albania, Indonesia, Iran, Nigeria, Pakistan, The Gambia, Sierra Leone, Somalia and Zimbabwe. The charity Head Quarters is based in London. We also have an office in Sylhet, Bangladesh.

Job brief:

We are looking for an energetic, well-organised Operations Manager to join our UK team. Key duties will include overseeing the effective delivery of projects, effective running of the office, line managing the fundraising coordinator, overseeing finance, marketing and social media and working closely with the board. The successful candidate will be enthusiastic about creating and maintaining an efficient and enjoyable work environment for the whole team.

Key responsibilities:

- Administrative responsibilities, i.e. book-keeping, managing charity calendar, etc.
- Maintain existing partnership work and developing new partnerships
- Overseeing the effective delivery of all international projects and writing project reports
- Maintaining regular communication with the Bangladesh Team Coordinator and Chairman
- HR responsibilities including performance management reviews, maintaining time sheets for all staff, annual leave requests, etc.
- Organising, archiving and preparing documents as requested by the board
- Maintaining office organisation, stationery and stock. Managing and buy office supplies.
- Line managing the Fundraising Coordinator and providing direction and support.
- Maintaining regular contact with major donors and introducing new donors to the charity.
- Leading on seasonal campaigns and attending events on behalf of the charity.

How to apply:

Post deadline: Ongoing

Submitted applications will be reviewed on an ongoing basis and the position will be closed upon successful appointment. Interested applicants are encouraged to apply early. To apply, please email an updated CV and covering letter highlighting your suitability based on the Job Description and Person Specification to info@iqrainternational.org

THE JOB DESCRIPTION IS SUBJECT TO REVIEW AND ALTERATIONS MAY BE NEGOTIATED TO REFLECT THE CHANGING NEEDS OF THE ORGANISATION.

iQra International

Person Specification for the role of Operations Manager

Candidates will be required to demonstrate evidence of all the essential criteria in the application process and interview.

1	Skills and Experience	
1.1	Management Experience to fulfil the requirements of this role.	E
1.2	Fundraising Experience	D
1.3	Relevant qualification or educational background for this role	D
1.4	Experience of planning and implementing community-based initiatives and campaigns	D
1.5	Experience and understanding of using social media for digital marketing	D
1.6	Excellent telephone and interpersonal skills	E
1.7	Ability to keep records effectively	E
1.8	Ability to communicate information to the public and other organisations by phone, email, letter, presentation and/or event	E
1.9	Good organisational skills	E
1.10	Good written and verbal communication skills	E
1.11	Competent in using Microsoft Office Applications including Word, Excel and Presentation	E
1.12	Ability to use, update and manage the charity website	D
1.13	Writing grant applications	D
2	Personal Qualities	
2.1	Ability to work under pressure. Attention to detail, fast learner.	E
2.2	Multi-tasking and meeting deadlines	E
2.3	Creative, Passionate and Self-motivated	D
2.4	Punctual and has outstanding attendance record	E
2.5	Ability to work as a team member	E
2.6	Flexible and adaptable	E
2.7	To abide by and promote iQra Internationals mission and values	E

E = Essential D = Desirable