

Job Description

Post:	Operations Manager
Salary:	£35,000 pro rata (£28,000)
Hours:	28 hours (approx. 4 days) per week. Flexible working; some evening and weekend work will be required.
Responsible to:	Executive Director
Location:	Hybrid working between home and our North London office space.

Applicants must be UK based either in London/the South-East or be willing to relocate.

We are only able to consider applicants who have the right to work in the UK.

HIAS+JCORE is unable to sponsor working visas to the UK.

We warmly encourage and welcome applicants from all backgrounds, and people with any, or no, particular religious faith or beliefs. **We particularly encourage applicants from people with lived experience of the asylum system.**

About HIAS+JCORE

HIAS+JCORE is the UK Jewish voice on refugees and racial justice. Our work is driven by the belief that the Jewish community should play an active part in building a society in which Refugees are able to live in dignity where the UK is a welcoming place free from racism.

Our organisation came into this form through the joining of forces between two organisations: JCORE and HIAS.

Established in 1976, **JCORE** (Jewish Council for Racial Equality) has worked both inside and outside the Jewish community to provide a Jewish voice on race and asylum issues. Indeed, we are the only Jewish anti-racism organisation that makes explicit the connection between racism and attitudes to asylum.

Over one hundred years ago, the Jewish community founded **HIAS** (originally the Hebrew Immigrant Aid Society) in New York City, the immigrant gateway to America. Originally set up by Jews to help fellow Jews for reasons of religious imperative and communal solidarity, HIAS in the 2020s is a multi-continent, multi-pronged humanitarian aid and advocacy organisation with thousands of employees dedicated to helping forcibly displaced persons around the world in keeping with the organisation's Jewish ethical roots.

HIAS+JCORE is embarking on its next stage as an organisation. We aim to deepen awareness within the Jewish community, of the plight and experience of refugees and asylum seekers and the impact of racism and intolerance on their situation.

We will do this through volunteer support programmes, advocacy and deep community engagement. In particular, our work supporting unaccompanied asylum seekers through our JUMP befriending project provides long-term, sustainable opportunities to make a difference. We will also act as a convening and amplifying voice in the Jewish community and the wider sector, ensuring that those in power do their part. Through this work, we are building a movement of Jewish people supporting refugees through advocacy, volunteering and learning.

Purpose and nature of role

We're looking for an experienced administrator to join our team with experience in office management, finance, human resources, and procurement. You'll be a self-starter who takes initiative and can work independently on new projects. The successful post-holder will provide support to ensure the whole operation runs smoothly.

Essential functions

Organisational operations

1. Managing the office, ensuring team members have the space and equipment they require; procuring new equipment and services required, and managing all suppliers;
2. Ensuring HIAS+JCORE is meeting all statutory and regulatory requirements, including implementing health and safety policy and procedures, and arranging and ensuring staff attendance at relevant training;
3. Being the first point of contact for external queries and responding to phone and email enquiries;
4. Providing administrative support to HIAS+JCORE events, including registration, communication, working with suppliers, and other support before, during, and after events;
5. Fundraising administrative support, including recording and logging regular and one-off donors, processing Gift Aid claims and administering fundraising appeals;
6. Administering HIAS+JCORE's DBS system.
7. Organising staff meetings, training, away days, social events and celebrations;
8. Liaising with the charity's insurance provider to ensure that policies are up-to-date and cover our work;

HR

1. Managing contracts and inductions for new staff, maintaining personnel files and HR records;
2. Working with colleagues to produce and update job descriptions and person specifications;
3. Managing annual leave records and liaising with staff and trustees about office closed dates;
4. Assistance with recruitment as required. Including advertising roles, maintaining recruitment records, liaising with candidates and interview panel, organising interviews, requesting references/DBS checks and ensuring statutory requirements are followed at all times;
5. Liaising with the charity's payroll provider and ensuring payslips, P60s and other documents are sent to staff;
6. Ensure that employment law and other relevant legislation is being complied with;
7. Working with colleagues at the HIAS Head Office to respond to any arising HR or disciplinary issues;
8. Ensuring staff compliance with all HIAS+JCORE and HIAS policies.

Finance Management

1. Working with the freelance finance manager to ensure timely updating of accounts and payments;

2. Supporting the leadership team with financial forecasting;
3. Working with the team and accountants to prepare and present the annual accounts and Charity Commission filings;
4. Supporting the creation of financial policies and procedures; and training staff on these, financial best practice, planning and reporting;

Governance & Staff Support

1. Coordinating the work of the Board of Trustees, including organising Board meetings, circulating papers to trustees, attending meetings and taking minutes;
2. Administrative tasks relating to liaising with and updating records held by the Charity Commission and Companies House;
3. Administrative support and diary management for Executive Director and Deputy Director.

IT

1. Responsible for the management of HIAS+JCORE's data and filing systems. Ensure data protection laws are being adhered to. Point of contact for the ICO;
2. Ensuring regular safety testing;
3. Managing our database and CRM, including data entry, supporting staff with CRM and setting up campaigns, events, reports and forms.

Other Responsibilities

1. Attending regular team and supervision meetings;
2. Other duties as required by your line manager.

Qualifications and Experience

Essential

- Experience of using a CRM platform;
- Excellent IT skills. Proficiency in Microsoft Office 365 suite including being able to undertake key tasks such as mail mergers;
- Strong knowledge of statutory and regulatory requirements;
- Understanding of GDPR and data protection legislation;
- A self-starter that is able to take initiative and work independently on new projects, including finding ways to improve the efficient and smoother running of the HIAS+JCORE office team;
- Ability to communicate well in writing (you will be required to write to donors regularly);
- Excellent attention to detail;
- Excellent organisational skills;
- Ability to work well as part of a team and with other volunteers;
- Ability to oversee and manage projects on an ongoing basis;
- Commitment to HIAS+JCORE values, social justice and anti-racism.

Desirable

- Experience of working for a small charity
- Experience of supporting charity governance

Experience required

- Prior administrative experience essential;
- Prior experience of administrating fundraising preferred, but not essential;
- Experience of using Xero;
- Experience of managing a database system;
- Proficiency in IT and ability to learn how to use new equipment.