HIAS + JCORE
The UK Jewish Voice on Refugees and Racial Justice

Job Description

Post: Operations Manager (Interim)
Contract length: Interim, initially six to nine months
Salary: £35,000 pro rata
Hours: Three or four days per week, dependent on the successful candidate's availability
Responsible to: Executive Director
Location: Hybrid working between home and our North London office space. (At least one day per week in the office, with the option to use our office space for up to three days per week).

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 in 2023 between two organisations: the Jewish Council for Racial Equality (JCORE) and HIAS. We are now embarking on our next stage as an organisation, and have exciting plans for growth and development in 2024, including the launch of our new strategy.

Purpose and nature of role

We're looking for an experienced administrator to join our team with experience in office management, 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. Administering HIAS+JCORE's DBS system.
6. Organising staff meetings, training, away days, social events and celebrations;
7. 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 support

1. Working with the freelance finance manager to ensure timely updating of accounts and payments;
2. Fundraising administrative support, including recording and logging regular and one-off donors, processing Gift Aid claims and administrating fundraising appeals;

Governance and 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. Working with the team to implement our new CRM system; managing our database and CRM, including data entry, supporting staff with CRM and setting up campaigns, events, reports and forms.

Other Responsibilities

1. Any other duties as required by your line manager.

Qualifications and Experience

Essential

- Experience of using and managing 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;
- 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;
- Experience of managing a database system;
- Experience of holding responsibility for data management, HR and ensuring compliance with statutory requirements;
- Proficiency in IT and ability to learn how to use new equipment.