

## Job Description – Operations Manager

IcFEM Europe is a Christian charity set up to help fund the work of IcFEM in Kenya ([www.icfem.org](http://www.icfem.org)). We have been running for almost 20 years with volunteers running a home-based UK office in the Midlands/NW England. We currently have income of £150k-300k a year depending on the projects running. IcFEM Kenya is a locally run organisation based at Kimilili in Western Kenya. IcFEM Kenya runs community projects as well as a school and hospital. The past five years has seen our work grow significantly, including the school and hospital which have developed into large institutions that are valued by the community in Kimilili and fit well into the local government set up.

This is a new venture for us. We are looking for individuals who are ambitious to see our ministry grow and are experienced at blending trust in God with human endeavour.

We are seeking staff who have experience of the charity sector and are prepared to be flexible and adaptable to the needs of this small charity. Staff will need to be willing to write and set up some of the policies and procedures that come with their role. There is potential for flexibility within these two roles and we would be willing to discuss variation in hours worked. We require the office phone to be manned 9-5 Monday to Friday, however there is potential for this to be done remotely. Some evening work will be required including a team meeting every 2 weeks. Once Covid 19 restrictions are lifted, travel to Kenya is likely to be an option, especially for the Fundraiser post.

### Operations manager

**Part-Time: 28 hours a week (Flexible)**

**Salary: £30,000-£35,000 PA (Based on 37.5-hour week)**

**Annual Leave:** 25 days PA plus Bank holidays and your birthday if it falls on a weekday. The office will shut 25<sup>th</sup> December -1<sup>st</sup> January and these days will not be counted as part of your leave entitlement

**Accountable:** Chair of Trustees, Treasurer and Programme co-ordinator (this will change after the handover period)

**Contract: Permanent (6-month probation)**

**Handover period:** During the probation period some work currently undertaken by the Programme co-ordinator and Trustees will be handed over to the post holder. Upon successful completion of the probationary period the post holder will report to the Chair of Trustees.

### Job description

#### Governance and legal compliance

- Set up the new office including policy and procedure document collation and writing, encompassing latest regulations
- Set up Safeguarding policy and risk assessment
- Ensure compliance and deadlines for Charity Commission

- Create “new volunteer” and “new staff member” packs to ensure they meet the legal requirement of the Charity Commission and all data protection policies
- Ensure all staff and volunteers hold correct documentation such as DBS certificates
- Ensure compliance with all regulatory authorities and regularly report on these to the Board.
- Maintain up to date knowledge of Charity policy and procedures

### **Finance and administration**

- Manage the charity income and donations, including processing of cheques, bank transfers and donor management system to acknowledge donations
- Grow the number of individuals and churches in the UK who support this charity
- Develop and manage donor relationships.
- Maintain and develop appropriate financial policies
- Manage income from giving sites such as *Just Giving*, *Virgin Giving* and *PayPal*
- Manage designated project funds and other finance tasks
- Marketing and communication role to promote the charity

### **Project management**

- Alongside the fundraiser and working closely with the Kenya team, set up and manage a school sponsorship scheme for IcFEM DEC primary school
- Alongside the Kenyan team grow and develop the secondary school sponsorship scheme
- Alongside the hospital staff, co-ordinate the UK funded DMH hospital projects including reports and stories from Kenya
- Present own ideas for projects and start to take ownership of new projects
- Work with donors including churches to develop current and new projects
- Represent the charity externally and strengthen partnerships with all relevant stakeholders

### ➤ **Monitoring and evaluation**

- Set up and manage a monitoring and evaluation system for all UK-funded projects
- Provide regular feedback via team meetings initially to the Programme co-ordinator, and once a quarter feedback to the Trustees

### **General administration and IT**

- Update the website
- Update social media
- Manage enquires both on the telephone and via email
- Co-ordinate volunteers both in the UK and those wishing to visit Kenya
- Assist the Fundraiser with their work
- Co-ordinate the office including annual leave and day to day planning
- Assist Programme co-ordinator and Trustees with other administrative matters

## **Person specification**

We are seeking a servant-hearted, emotionally intelligent, self-aware and authentic individual who is outward looking, a good communicator, level headed and tenacious.

### **Required experience**

- Have had extensive experience of the charity sector
- Book-keeping, banking or other finance skills and/or experience
- Experience of managing teams including volunteers
- Proven track record of being a team player
- Proven track record of managing charity offices and projects
- Experience of working with the highest levels of discretion, integrity and honesty.

### **Desirable experience**

- Experience of working in East Africa
- Experience of using Donor Manager and if not willing to learn
- Experience of managing online donor platforms
- Experience of website management
- Educated to degree level in relevant area or relevant professional qualifications
- Fundraising experience
- Experience of marketing in a charity setting
- Experience of working with volunteers include gap student in overseas settings

### **Required skills and abilities**

- Able to work with minimal supervision
- Good relationship management skills
- Have tact and diplomacy skills
- Excellent written and verbal communication, marketing and PR skills
- Have excellent IT skills including Excel and the ability to learn website management
- Highly organised, able to manage multiple tasks at once and under pressure, and adept at building good relationships
- Able to foster a culture of innovation and initiative-taking, creating a 'can do' atmosphere that values everyone's contribution and coaches out the best in the team.

### **Required knowledge**

- Be up to date with charity law and have experience of coordinating policy and procedures
- Educated at least to A level or equivalent with GCSE passes English and Maths
- Knowledge of charity governance and developing new policies for growing charities

### **Personal qualities**

- An active Christian faith with an openness to engage in devotions in the office.
- Willing to work with ethos of a Christian Mission including partaking in prayer meetings and church meetings.
- Model professionalism and a passion for excellence.
- Willing to be flexible and work some evenings
- Comfortable lone working or with only one colleague

Once Covid 19 restrictions are lifted ,be willing to travel to Kenya if required

These jobs have an occupational requirement under Schedule 9 of the Equality Act 2010 to be held by an active, practising Christian who assents to our Statement of faith.