



SUPPORT | CONNECT | REPRESENT

<b>Job Description</b>	
<b>Job Title:</b>	Operations Coordinator
<b>Location:</b>	London/Waterloo (SE1)
<b>Level/Salary Range:</b>	£27,500 - 30,000 per annum (Dependent on experience)
<b>Position Type:</b>	Full time 36 hours per week, Mon-Fri, in-office.
<b>Reporting to:</b>	CEO
<b>Start Date:</b>	Immediately/ASAP
<b>Application deadline:</b>	30 <sup>th</sup> November 2024 or sooner should a suitable candidate be identified.
<b>Interviews:</b>	Interviews will be arranged during November

**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 we support almost 300 charitable organisations, we aim to collectively build a more accountable, transparent, and efficient British Muslim charitable sector, 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, the strategic investors of MCF, we work with a wider network of partners that includes non-member NGOs, regulatory bodies, civil society partners and academia.

**Job Purpose:**

MCF has a small team, but our impact is far-reaching. The Operations Coordinator has an important role in managing the smooth operations of MCF’s day-to-day activities, reporting to, 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, can 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 opportunities for development, broadening of skills and 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 Coordinator will play a crucial role in supporting our Communications Lead in implementing MCF's new brand and communications guidelines. Candidates should expect to be using their digital media skills regularly to develop content and engagement plans for all of MCF's media channels.

The Operations Coordinator will also play an instrumental role in supporting all MCF's units to upgrade our internal systems, in particular to build our data management and reporting capacity using Salesforce and other systems. Candidates should expect to use their data management skills and logical thinking to develop well-structured systems and processes. "

The Operations Coordinator is responsible for several office functions including Database maintenance, Health & Safety 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.

**If you are a change maker who wishes to help us empower the sector, please send your CV and a covering letter outlining your suitability for the role to:  
[info@muslimcharitiesforum.org.uk](mailto:info@muslimcharitiesforum.org.uk)**

**Please see the Person Specification below.**

## **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 a 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 NGOs 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.
- Compilation of Annual Report
- Minute-taking
- To always ensure the smooth running of the administrative and clerical functions of the organisation including managing office assets, Health & Safety, Insurance, CRM database (Salesforce).
- Manage email accounts, correspondence, Microsoft licenses and Office 365 account permissions.
- Suppliers - print and design and stationery.
- Travel and accommodation bookings
- Maintaining confidentiality at all times in relation to internal discussions.
- Using and managing online programmes - such as Eventbrite and Mailchimp to support the marketing and promotion of MCF.
- Digital marketing design support, using social media platforms and content creation systems.
- Posting job ads, contributing to preparing job descriptions, collating applications for scoring.
- Scheduling job interviews and assisting in the interview process where required.
- Assist and support internal and external audit and preparation of the annual report.

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

- In conjunction with team members, 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 events.
- 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 SELECTION:

### ESSENTIAL:

- Working experience within the UK charity sector, either in a paid or voluntary capacity.
- 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 public, media, and other stakeholders.
- Excellent interpersonal skills including working with a wide range of stakeholders.
- Excellent organisation skills including managing projects, preparing work plans, and collating information.
- Digital content experience for platforms including social media content management/creation.
- Experience of using CRM and communication tools including Salesforce and Mailchimp.
- 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.
- Supporting senior leadership team in managing work plans, delegating, and overseeing the work of colleagues and volunteers.
- Knowledge of the Muslim Charity sector and/or some demonstrable working understanding of the British Muslim community.
- Ability to work on own initiative, as part of a wider team and to organise and manage workload efficiently, particularly in a fast-paced environment.
- Awareness and commitment to MCF's aims, objectives and Islamic ethics and principles.

### DESIRABLE:

- Good understanding of the international 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.
- 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.

UK Residents only.

