

Job Description – Operations Manager

IcFEM Dreamland Mission is a Christian charity set up to help fund and support the work of IcFEM in Kenya (www.dreamlandmission.org). We had been running for almost 20 years with volunteers running a home-based UK office. Three years ago we employed staff in the UK for the first time. We currently have income of £350k- £400k 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.

We are looking for an individual who is ambitious to see our ministry grow and is experienced at blending trust in God with human endeavour.

We are seeking an Operations Manager who has experience of the charity sector and is prepared to be flexible and adaptable to the needs of this small charity. There is the potential for flexibility within this role and we would be willing to discuss a variation in hours worked. Some occasional evening or weekend work will be needed, and occasional travel to Kenya is an important part of the role, particularly to build relationships with the Kenyan team.

Operations manager

Full-Time: 37.5 hours a week or part time/job share considered.

Flexible working available

Work from home

Salary: £30,000-£40,000 PA (Based on experience)

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

Accountable: Chair of Trustees, Treasurer and Secretary

Contract: Permanent (6-month probation)

Handover period: During the probation period some work currently undertaken by 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

- Review and keep updated UK policy and procedure documentation, writing new policies where necessary to encompass latest regulations
- Regularly review the Safeguarding policy, and risk assessment, with the Trustee who leads on safeguarding

- Work with the Treasurer and Secretary to ensure compliance and deadlines for Charity Commission
- Review “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 Trustees
- 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
- Oversee the marketing and communication role to promote the charity
- Line manages the Operations Assistant

Project management

- Alongside the Operations Assistant, and working closely with the Kenya team, continue to manage the 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
- Manage the UK end of Community based projects (e.g. Tree Growing and Bee’s & Honey) including communications, funding, donor and partner management

➤ **Monitoring and evaluation**

- Set up and manage a monitoring and evaluation system for all UK-funded projects
- Provide regular feedback to relevant Trustees or Volunteers who are partners on specific projects and once a quarter feedback to Trustees meetings

General administration and IT

- Oversee regular updates to the website, and social media
- Manage enquires both on the telephone and via email
- Co-ordinate volunteers both in the UK and those wishing to visit Kenya
- Co-ordinate the office including annual leave and day to day planning
- Assist 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 Beacon Donor Manager, and Xero finance manager systems, 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

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.

Desirable 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
- Be willing to travel to Kenya when required

This job has 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.

For more information email: becky@dreamlandmission.org or andrew@dreamlandmission.org

To apply please email a maximum of 2 page cover letter and your CV to the above addresses.