



ILM2AMAL™
KNOWLEDGE TO ACTION



Head of Business Operations

- **Location**
Greater Manchester
- **Contract Type**
Full Time and Permanent
- **Salary**
Competitive Package with Incremental Performance Related (OTE) Bonus Scheme
- **Benefits**
25 Days Holiday and Budget for Personal and Professional Development

To apply for this position, please email your C.V. (2 pages) and covering letter (1 page) setting out your interest and suitability for the role to:

recruitment@ilm2amal.org

About Knowledge to Action

We are specialists in character development and social action, providing educational resources and training that aim to nurture confident British Muslims who will benefit society through strong character and social responsibility.

Our mission is to focus on the 'holistic development' of learners in Britain and to make transformative character education accessible to the communities they live in.

Research consistently highlights the relationship between values-based education that focuses on the moral, spiritual, physical, intellectual, cultural, emotional and social development of learners, and social mobility within the UK.

Knowledge to Action's character development initiative (Ilm2Amal) addresses the broad needs of learners, empowering them to move beyond their circumstances to become well rounded, confident, active and ethical citizens who benefit and contribute to their communities.

As a growing organisation, we are recruiting talented individuals with the skill-set, passion and commitment to make this vision a reality and inspire within learners a strong identity and a sense of responsibility.

The Role

As part of our expansion, we are looking to recruit an experienced Head of Business Operations to join the Senior Management Team at our Head Office in Greater Manchester. This role carries significant strategic and operational responsibility and is critical to the nationwide and global expansion of the organisation's work.

Successful candidates will join a dynamic team, benefit from a tailored personal and professional development plan and above all, directly impact the way educators and parents nurture current and future generations of learners in Britain.

Job Description

HR

- Managing HR lifecycle from recruitment and selection and staff CPD, to performance appraisal, staff wellbeing and exit
- Provide effective line management and supervision to all team members to achieve departmental objectives and targets set out in the annual business plan
- Ensure organisational policies and procedures are up to date with regards to organisational ethics, values and culture as well as UK employment law and being consistently adhered to
- Ensuring adherence to key legislation such as The Employment Act, Health and Safety Act, Data Protection Act, Equality Act as well as compliance with guidance and duties pertaining to Charity Law

Operations

- Overseeing ICT infrastructure and maintenance of websites and social media platforms
- Managing organisational systems including Accounts, Events, Client Relationship Management and Cloud Software systems
- Servicing and managing organisational resources including IT systems, security and backups, and purchase of new equipment and software as needed
- Developing, implementing and regularly reviewing organisational policies, operational procedures and systems
- Managing the office filing system, including tracking key documents and coordination of annual charity submissions
- Planning and managing of organisational events
- Handling complaints and grievances from clients and other stakeholders in a timely, rigorous manner to ensure due diligence is being applied

Financial Planning

- Working with the accounts department to devise audit and management accounting systems
- Monitoring of budgets, cashflow projection, financial risks and actions for funding and investment

Person Specification

Essential Criteria

Skills and Experience

- A 2:1 degree or above and three A Levels at grade B or above
- Minimum 3 years' experience of office/business management
- Knowledge of business management and organisational development theory and practices
- Up to date knowledge of UK employment legislation, Fire Safety and Health and Safety legislation
- Experience of auditing and making improvements to operational systems and processes
- Knowledge of financial accounting procedures, producing financial reports and budgets and managing multiple financial systems
- Previous experience working with CRM and HR systems
- Strong IT and numeracy skills
- Analytical and able to compile and interpret statistical data and communicate in a professional and coherent manner
- Strong organisational and leadership skills
- Excellent active listening, negotiation and presentation skills
- Competence to build and effectively manage interpersonal relationships
- Excellent communication and diplomacy
- The ability to work under pressure and multi task
- Adaptable, tactful and able to deal with complex problems

Work Ethic and Attitude

- Responsible, trustworthy and a self-starter
- Growth mindset with a 'can do' attitude and flexibility
- Demonstrable passion for office/business management
- People centric, goal oriented and performance driven
- Comfortable working in a fast-paced, collaborative environment; must be a team player
- Dedication and commitment to continuous improvement
- Ability to manage multiple deadlines simultaneously
- Enthusiastic and imparting enthusiasm to others

Desirable Criteria

Previous management experience at a UK based charity.

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