

The Twentieth Century Society

Job Description: Operations Manager

This is a crucial role at the heart of a small building conservation charity (5 paid staff). Responsible for the financial and administrative running of the Society.

3 days per week

Salary £35,000. per annum, pro rata (i.e. £21,000)

To apply, please send your CV and Covering Letter to Kate Southey (kate@c20society.org.uk) by Wednesday 21st July. Interviews will take place week commencing 26th July.

Purpose of Job

1. To support the Trustees and the Director in delivering the Society's objectives through the efficient operational, financial and administrative functioning of the Society, including day to day financial and accounting administration, staff and volunteer support and management and maintenance of efficient and effective IT systems and databases.
2. To provide efficient, effective and responsive support to the membership of the Society and its Regional Groups in conjunction with the Hon. Membership Secretary and the Regional Groups Coordinator.
3. To provide administrative support to the Director, other paid staff and volunteers to ensure the maintenance of efficient and responsive day to day communications with C20 Society members.

Main Duties and Responsibilities

1. Efficiently and effectively manage the Society's office and administrative resources, including volunteers; manage office equipment and office space, including filing, library and archive resources; and maintain a safe and tidy workplace consistent with health and safety requirements.
2. Deal in an efficient, effective and timely manner with membership and event enquiries.
3. Ensure effective day to day operation of the Society's IT systems, contribute to IT strategy and manage relationships with outsourced IT support. Ensure that the Society's CRM database is kept up to date and complies with data protection legislation including GDPR.
4. Ensure efficient and effective membership administration, including renewals.
5. Support the Communications Officer, Hon. Events Secretary, the Events Administrator and volunteer event organisers in the administration and promotion of the Society's events programme.
6. Support the Trustees and the Director in implementing the Society's Business Plan, and monitoring progress.

7. Manage and monitor the Society's financial and accounting systems, matching expenditure against programmed budgets, and providing grant claim information to funders in conjunction with the Honorary Treasurer and the Director.
8. Report to Trustees on matters in his/her field of operation as appropriate.
9. Develop and maintain good human resources practice in relation to the Society's paid staff and volunteers, in line with the Society's policies, and ensure effective staff communication and briefing. Support the Volunteer Co-ordinator to ensure an efficient and effective volunteer resource

Location

1. Staff are currently working remotely from home, but it is intended to return to the office in Cowcross Street, Farringdon, London as soon as possible. At which point the Operations Manager will need to be in the office at least two full days per week.

Person Specification

- A self-motivated individual with good management, interpersonal, negotiating and communication skills, written and oral.
- Ability to initiate improvements to office processes, IT and database provision and procedures and to progress projects work independently
- Proven experience in financial and budget management, preferably in a charity, with a strong set of administrative skills including bookkeeping, record keeping and management, database management and report production.
- Experience in managing a public facing office, and in dealing with a range of day-to-day contacts and handling requests from Trustees, members of the Society.
- Experience of supporting staff and associated human resource issues in a busy office, in particular working with the Society's team of dedicated volunteers who assist with discrete office tasks such as financial management, membership support, event management, and supporting the casework team.
- Knowledge, understanding of and experience in operating IT systems and resources, and of working with outside suppliers/consultants; and an ability to contribute to IT strategy and development.
- Experience of overseeing contracts with suppliers of services to the Society, ensuring compliance from suppliers so ensuring cost effective purchasing and cost control.