

The Twentieth Century Society

Job Description: Operations Manager

C20 Society are the guardians of Britain's modern architecture and design heritage. We're a small, very active and media-aware building conservation charity with a committed following of members and volunteers. We work to identify and preserve the best of our built heritage from 1914 to the present day.

This is your opportunity to join us in a key role at the heart of our operation. You will be responsible for the financial and administrative running of the Society.

To apply, please send your CV and a covering letter to coordinator@c20society.org.uk by 9am on 15th January. Interviews will take place week commencing 22nd January.

Hours

4 days per week

Salary

£32,000 per annum pro rata (i.e. £25,600 for 4 days)

Role

1. To support the Director and the Trustees in delivering the Society's objectives through the efficient operational, financial and administrative functioning of the Society, including supervision of day to day financial and accounting administration, staff and volunteer support and management and maintenance of efficient and effective IT systems and databases. You will be assisted by a bookkeeper and an external IT expert.
2. To provide efficient, effective and responsive support to the membership of the Society in conjunction with the Hon. Membership Secretary.

Main Duties and Responsibilities

1. Efficiently and effectively manage the Society's office and administrative resources, including the work of volunteers; oversee the work of the bookkeeper (who processes payments and payroll, raises invoices and updates QuickBooks); manage office equipment

in our fully serviced office space, including filing, library and archive resources; and maintain a safe and tidy workplace consistent with health and safety requirements.

2. Support the Director and the Trustees in monitoring progress against the Society's Budget and Strategy, including assisting with reporting to quarterly Trustees meetings.
3. Process grant claim requests and assist the Director and Campaigns Manager in submitting new grant applications.
4. Ensure effective day to day operation of the Society's IT systems, including ensuring that staff have the necessary skills to use systems effectively. Manage relationships with outsourced IT support. Ensure that the Society's CRM database is kept up to date to manage memberships and assist with fundraising activities, and ensure that this complies with data protection legislation including GDPR.
5. Deal in an efficient, effective and timely manner with membership, and membership renewal requests, including Gift Aid and Direct Debit.
7. Support the Hon. Events Secretary, and members of the volunteer Events Team in the administration of the Society's ticketed events programme.
13. Develop and maintain good human resources practice in relation to the Society's paid staff and volunteers in line with the Society's policies, including recruitment of new staff.
14. Ensure effective communication and briefing between staff, volunteers and Trustees.
15. Other actions as required to support the Society's activities.

Location

Due to the nature of the role, the Operations Manager will need to work in the office at Cowcross Street, London EC1, at least three full days per week, with remote working possible for one day a week.

Person Specification

1. A self-motivated individual with good management, interpersonal, negotiating and communication skills, written and oral.
2. Ability to initiate improvements to office processes, IT and database provision and procedures and to progress projects work independently
3. 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.
4. 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.
5. 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.

6. 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.
7. Experience of overseeing contracts with suppliers of services to the Society, ensuring compliance from suppliers so ensuring cost effective purchasing and cost control