

Role: Operations Manager

Reporting to: CEO

Responsible for: Project Assistant(s), Head of Volunteers, Volunteer Coordinator(s)

Salary: Dependant on experience.

Contract Type: Full-time Position / Fixed Contract 1 year with 6 month probationary period

Deadline: 10/11/19

Purpose:

The Operations manager is responsible for organising, developing and managing on all Ramadan Tent Project events and activities, including the organisation's flagship Open Iftar. They will lead on the delivery of events and are responsible for the effective management and development of the Project Assistant and the Head of Volunteers. The Operations Manager should ensure the organisation's objectives are met through high quality delivery of services and completion of projects. In addition to Open Iftar, there will be several events/projects to lead on throughout the year.

Key Responsibilities:

- Develop and implement plans to improve operational and logistical effectiveness and efficiency on a day-to-day basis.
- Overseeing all events, projects and programmes administration
- Lead and manage the annual flagship initiative, Open Iftar in London and across the UK
- Manage a range of portfolio projects and events with effective leadership
- Work and liaise with team members outlined in the 'Responsible for' section to provide support and guidance for project delivery, discussion of ideas/updates and resolving any operational issues or problems that may arise
- Handle all questions and concerns raised by different cities in conjunction with RTP staff on a local, national and international level
- Responsible for the management and positive development of strategic and operational relationships both internal and external to Ramadan Tent Project
- Handle questions and concerns raised related to operations and logistics
- Implement health and safety procedures
- Ensure customer complaints related to operational and logistical activities are handled and resolved quickly and accurately
- Ensure all national and international activities and projects related to Ramadan Tent Project are in line with strategic development, financial and operational protocol.
- Develop and execute timelines for budget expenditure, media coverage and vetting process for all new and recurring national and international projects.
- Identify key sources of funding and income generation models to support programmes, including fundraising to reach targets set by CEO.

Essential Experience, Knowledge, Skills & Abilities Required:

- Excellent organisational and leadership skills
- At least 3-5 years proven experience of Project Management.
- Excellent proficiency in budget expenditure; setting & managing annual budgets for all programmes.
- Track record in fundraising and knowledge of strategic income generation.
- Clear and excellent communications skills and team player
- Work under pressure and meet tight deadlines
- Excellent command of English (other languages also desirable)