

Job Title: Operations Manager

Job Terms

- **Salary:** £25,000 per annum, part time 2.5 days a week (£50,000 p/a pro rata)
- **Length of employment:** 1 year (with the potential for extension)
- **Reports to:** Board of Trustees
- **Location:** London-based/Remote - some tasks will require travel to London and other parts of the UK.
- **Leave:** 28 days pro rata (including bank holidays)
- **Probationary period:** 6 months
- **Start date:** ASAP

About Inclusive Mosque

Inclusive Mosque Initiative (IMI) is a UK-based charity committed to creating inclusive, safer spaces for marginalised Muslims and their allies. Founded on principles of gender justice, anti-racism, interfaith collaboration, and LGBTQ+ inclusion, IMI reimagines what spiritual and community spaces can look like when rooted in equality and accessibility. Through its events, campaigns, and partnerships, IMI centres the voices of those often excluded from traditional mosque settings, including disabled people, queer Muslims, and those from minority sects or backgrounds.

IMI is undergoing a new chapter of transition and growth, with the leadership structure changing from one Director to two new Managers (Programmes and Operations). Our Operations Manager will work with the Programmes Manager and the Board of Trustees to help plan and implement our organisation strategy.

Purpose of the Job

1. Ensure the smooth daily operations of the organisation.
2. Ensure the charity meets its operational obligations under Charity Law.

3. Manage all the charity's administration.
4. Ensure smooth coordination between the charity's different programmes and stakeholder groups (e.g. volunteers, freelance workers, staff and trustees).
5. Improve team productivity and wellbeing.
6. Work with the Programmes Manager and the Board of Trustees to plan and implement IMI's organisational strategy.

Key Responsibilities

1. Board administration

- Provide board papers for each board meeting in partnership with the Programmes Manager.
- Work closely with the Chair and Vice Chair of Trustees to coordinate the needs of the board of trustees related to attending board meetings. This includes:
 - Booking venues.
 - Booking minute takers.
 - Tracking relevant board actions.
 - Following up on actions such as coordinating meetings of sub-committees.
 - Managing expenses and budgeting.
 - Ensure board meetings are accessible to disabled trustees.

2. Finance and Fundraising

- Ensure financial compliance by keeping bookkeeping, invoicing, and expenses up to date.
- Track and report budget against spend on restricted and unrestricted funding to the board, other internal audiences and grant makers.
- Work with the Programmes Manager to produce budgets and financial reporting including quarterly management reports.
- Monitor charity management accounts, project income, and expenditure.
- Manage year-end accounts and filing with the Charity Commission.
- Write funding applications and reports, maintain funder relationships, and ensure grant reporting deadlines are met.
- Ensure forecasts and provisional figures are submitted to various funders
- Write narrative reports to go alongside grant reports and financial reports for year-end accounts in partnership with the Programmes Manager.

3. HR and Policy

- Lead on all HR processes including payroll, pensions, DBS checks, tracking and managing annual leave, TOIL, creating contracts and MOUs.
- Lead on HR documents such as employee handbook volunteer agreements.
- Work with the Board of Trustees to improve and implement key policies in areas such as safeguarding, health and safety, data protection, whistleblowing and ethical fundraising. Update these as needed.
- Lead on recruitment, staff wellbeing, and compliance with employment law.
- Manage temporary staff and freelance contracts.

- Lead on training programmes and away days for staff, volunteers and board members.
- Promote inclusive work practices.

4. Safeguarding

- Support the Programmes Manager with risk assessments and safeguarding assessments and help respond to safeguarding concerns or incidents.
- Work with the Board of Trustees to better tailor safeguarding policies to meet the community's needs.

5. Stakeholder management

- In collaboration with the Programmes Manager, establish mechanisms for gathering data and evaluating feedback from stakeholders, particularly the Inclusive Mosque community attendees.
- Manage any freelancers hired by IMI to implement the organisational strategy, e.g. consultants.

6. IT and File Organisation

- Lead on organisation of the shared drive.
- Lead on implementation of cyber security processes.
- Lead on maintaining and improving the efficiency of the IMI website as necessary.

Person Specification

Qualities we're looking for:

- Self-motivated, open-minded person with an optimistic attitude and good awareness of the challenges that an organisation like IMI faces.

- Compassionate with the ability to manage the complex emotional challenges of the work.
- Good judge of people and organisations.
- Able to receive negative and positive feedback and implement learnings from these.
- Able to lead and motivate staff, volunteers, freelancers and contract workers.
- Confident and effective communicator in a range of settings, to a range of stakeholders.
- Able to work collaboratively with colleagues and on their own.
- Flexible and willing to travel on occasion.
- Can work effectively at home or in a co-working space, and is willing to do so.
- Proven ability to work on your own initiative, recognising tasks that need to be undertaken, and managing your time effectively to ensure deadlines are met.

Essential knowledge, experience and skills

- Excellent knowledge of the marginalisation experienced by Muslims in the UK including by State violence and interpersonal violence.
- Ability to handle sensitive and confidential staff and organisational information.
- Proven experience in operations and/or HR or administrative management role.
- Strong financial literacy and experience managing budgets.
- Highly organised with a focus on accuracy, best practice and compliance.
- Knowledge of HR processes, including recruitment, payroll, and fostering positive work culture.

- Excellent organisational and project/task management skills.
- Strong written and verbal communication skills.
- Highly literate in IT: experienced with Word, Excel, Google Drive, and other organisational software.
- Proactive and adaptable: able to take initiative, prioritise tasks, and adapt quickly to changing circumstances.
- Collaborative with excellent interpersonal skills, capable of working with a range of colleagues, stakeholders, suppliers and partners across the sector.
- Passionate about organisational planning and supporting teams to work at their best.
- A demonstrable understanding of intersectionality and social justice.
- An understanding of the needs of IMI stakeholders and a commitment to their care.
- Experience of working with Muslim communities.
- Understanding of LGBT+ Muslim communities.
- Experience of financial management, creating and managing budgets.
- Experience of supporting and managing contract workers, freelancers and volunteers.
- Excellent understanding of the legal responsibilities of a charitable organisation.
- Evidenced ability to juggle and deliver multiple projects under pressure and against competing deadlines.

Beneficial knowledge, experience and skills

- Leadership experience and organisational management.
- Experience working on disability justice and anti-sectarianism.
- Experience working in the mental health, gendered violence and/or LGBT+ sectors.
- Experience of charity governance at management and/or board level.
- Experience working with campaigning organisations on issues related to social justice.

Key Relationships

The Operations Manager will support:

- Consultants, volunteers and imams.
- Key stakeholders external to IMI in the support sector and the campaigning sector.
- The Programmes Manager with administration, communications and marketing.
- The Treasurer and accountant with financial management and accounts.
- The Board of Trustees, especially the Chair and Vice Chair, with governance and strategy.

How to Apply:

Please complete [the online application form](#) and upload a copy of your CV by the **25th of August 2025**.

We will tell you the outcome of your application by the **3rd of October 2025**.

If you have any questions or have access requirements, please email recruitment.imi@proton.me.

Note for Applicants:

To reduce bias in recruitment, your application will be anonymised for the shortlisting stages - identifying factors like your name and gender will be removed. By shortlisting anonymous candidates, we aim to focus on the relevant skills, values and professional experience of each candidate, regardless of background. Please answer the questions in the form - your answers will be reviewed before we look at your CV.