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## Job description: Operations Manager

### **JRS mission and work**

The Jesuit Refugee Service (JRS) is an international Catholic organisation, at work in 50 countries with a mission to accompany, serve and advocate on behalf of refugees and other forcibly displaced persons. JRS in the UK has a special ministry to those who find themselves destitute as a consequence of government policies and those detained for the administration of immigration procedures. JRS UK runs a day centre, activities and hosting scheme (*At Home*) for destitute asylum seekers, detention outreach services to Heathrow IRC and shortly hopes to begin a legal advice service. The work of JRS UK is carried out in collaboration with other JRS offices around the world, other Church and secular organisations, voluntary and governmental, which are active in the same field.

### **JRS values**

JRS is grounded in Catholic Social Teaching and draws on the charism and principles of Ignatian spirituality. Staff and volunteers share a common set of values concerned with justice and the dignity of the person. As a Jesuit work, participative discernment and reflective practice are part of our ethos. If the successful candidate is not familiar with the spirit and charism of the Jesuits, there will be the opportunity to develop it through training, workshops and days of retreat.

### **Job Title: Operations Manager**

The Operations Manager is a new full-time post reporting to the Director joining a small tightly knit and diverse team at the JRS UK offices in Wapping. Our staff and volunteers are drawn from many different nationalities and backgrounds, including refugees and members of religious orders. JRS UK has grown substantially over the last two years and we now require additional project and people management skills in our team to improve our capacity to run effective projects supporting refugees and begin new work. This new role comes at a critical point in JRS UK's development and the postholder will play a role in consolidating existing work, and shaping the future organisation. The post is initially offered on a short-term contract (18 months) because JRS UK is going through a period of change, but we anticipate that a similar role will be needed into the future.

The Operations Manager will manage our finance and administration, ensuring good use of money and tracking of spend for grant reporting, take responsibility for HR matters including external recruitment, staff handbooks, inductions, compliance with Data Protection and Health and Safety legislation, liaison with the Hurtado Jesuit Centre on use of space, IT systems and storage, line manage the administrator and any additional temporary staff as appropriate. The postholder would additionally hold responsibility for setting up new projects, providing the injection of capacity and project management skills to turn ideas into practical implementation, gripping the detail of regulation and process required to make projects happen. Over the next 18 months, the postholder is likely to play a role in setting up a number of exciting new projects. These may include liaising with OISC to gain regulatory approval for a new legal advice service, a possible collaborative project to provide accommodation to destitute asylum seekers, and doing a feasibility study on a possible new JRS UK office elsewhere in the country. The role requires someone with a "can do" attitude, outstanding organisational and project management skills, experience of managing finance and people, an eye for detail and highly developed interpersonal skills to enable the forging relationships with regulators, contractors, collaborators from Jesuit works and religious orders, staff, volunteers and refugees.

## **Specific responsibilities**

### ***People management***

- Line-manages office administrator, temporary project staff and volunteers

### ***Financial management***

- Working closely with the administrator (who is responsible for recording spend and income via QuickBooks), ensure finances accurately reported
- Monitor expenditure against budgets and grant requirements and report to the relevant service manager and Director; produce reports for donors, JRS Europe, JRS International and the British Jesuits as appropriate; ensure systems for monitoring spend are fit for purpose, leading change where required;
- Working with the Director and managers, draft the annual budget and project budgets
- Draft regular financial reports to JRS UK Management Committee (advisory governance committee)

### ***Administration***

- Ensure JRS UK's systems and processes are compliant with Data Protection, Health and Safety, and relevant regulations, leading change in behaviour as appropriate to respond to any new regulation and recommendations of good practice
- Working with the administrator, ensure staff have adequate equipment and resources for office functions and services
- Lead a review of JRS UK's databases
- Working with the Director, coordinate papers for the Management Committee

### ***Building and facilities***

- Working with the administrator and Director, liaise with Hurtado Jesuit Centre, and any contractors to ensure building and equipment is fit for purpose and meets compliance standards. This includes IT, phone systems, office organisation, storage and, via Hurtado Jesuit Centre, building maintenance and safety
- Hold responsibility for any office reorganisations and capital projects

### ***Human resources***

- Coordinate recruitment for staff and volunteers, working with relevant managers
- Coordinate induction for new staff and volunteers, designing and updating induction manuals and materials, a staff handbook and volunteer handbook, working with other managers
- Liaise with Jesuit curia to ensure coherence on conditions for staff
- Working with the administrator, maintain records of staff annual leave, sickness and other absence

### ***Setting up new projects***

- Responsible for getting new projects off the ground, which once running would be handed over to a relevant service manager to lead thereafter. Projects could include:
  - New legal advice service: researching requirements for regulatory approval, updating internal systems, getting service up and running, leading recruitment and liaising with Office of the Immigration Services Commissioner to gain regulatory approval
  - Possible collaborative accommodation project for destitute asylum seekers: could involve liaison with other organisation, capital project, work with local authority to meet compliance requirements, recruitment of staff and setting up of systems in conjunction with destitution service staff
  - Second JRS UK project office elsewhere in the country in collaboration with another Jesuit work: likely to involve leading a feasibility study, including coordinating research on local services and needs, assessing location and building, design of initial project, working closely with the Director.

## ***Person specification***

### *Essential*

- Sympathy and congruence with the values of JRS and enthusiasm for JRS' mission of accompaniment, service and advocacy on behalf of refugees
- Numerate individual with knowledge of financial accounts and experience of interpreting financial reports for an organisation
- Experience of planning budgets
- Familiarity with QuickBooks or similar accountancy package
- A track record of leadership and managing projects successfully to completion
- A track record of turning concepts into practical projects
- Exceptional organisational skills, including an ability to manage a varied workload
- Experience of managing people, including volunteers
- Ability to work flexibly as part of a small diverse team
- Outstanding interpersonal skills and the ability to build strong relationships with others within and without the organisation with varied backgrounds
- Outstanding communication skills in writing, by phone and in person
- An ability to get across detail of regulatory and compliance requirements and understand their implications for service delivery
- Availability for occasional work away from London for several days at a time
- Availability for occasional out of hours work
- Permitted to work in the UK; (JRS UK is not able to obtain a work visa for this post).

### *Desirable*

- Experience of successfully managing change within an organisation
- Project management qualification or training
- Understanding of the legal obligations of charities and employers
- Experience of working in a voluntary sector organisation
- Experience of working in a small faith-based organisation

<b>Duration</b>	18 month fixed-term contract; potentially renewable
<b>Salary</b>	£32-35k pa; full time.
<b>Pension</b>	Additional 10% of salary of employer's contribution

*Only short-listed candidates will be notified.*