



Recruitment Pack

OPERATIONS MANAGER



Dear Applicant,

Thank you for your interest in the post of **OPERATIONS MANAGER** at All Ways Network. This is a new post within our organisation created to support our Board of Trustees, as we finalise and implement our new strategic plan.

We would love to hear from you if you:

- are passionate about supporting the Muslim community in the UK; and
- want to use your operational skills to be part of a fast-growing unique organisation.

We are an equal opportunities employer, and our team is made up of people with different strengths, experiences and backgrounds, who all share a passion for supporting not for profits and the Muslim community across the UK.

Currently our work is mostly done remotely, however there may be occasions where travel around the UK may be required and, as such, this role is advertised as a hybrid role. We plan to move into an office space soon in the heart of London, with all roles utilising the office space on a hybrid basis.

We are planning to hold the first stage interviews online and the second stage interviews in person at a central London location.

To apply, please email your application to trustees@awn.org.uk.

Please see the details outlined in the 'How to Apply' section of this recruitment pack.

The closing date for application is **12pm on Monday 15th April 2024**.

Yours sincerely,

Ayesha

Ayesha Tariq, Chair/Founder

Background

All Ways Network (AWN) is a registered charity led by professionals from the grant making and charity sector. As an infrastructure organisation, AWN provides tailored and collaborative support to Muslim organisations to access funds and become more sustainable. AWN also engages with funders to develop more equitable grant-making practices.

AWN was established in 2017 to radically change the grant making sector and remove barriers to grant funding for small not for profits (NFPs) supporting the Muslim community in the UK.

The AWN team focus on facilitating and delivering funders information sessions for NFPs both virtually and at our flagship event, Meet the Funders. AWN is driving improvements to grant making processes, infrastructure and standards across the UK and helping to remove barriers to funding for NFPs more generally.

AWN was formed from the realisation that many small charities were unaware of funders or grants as an income stream. The charity has been set up to bridge this gap and be the change maker within the industry.

It was whilst working as a Grants Officer for a Foundation in London that AWN's Founder, Ayesha Tariq, realised how few Muslim-led organisations were applying for grants to her organisation. Upon investigating further, she became aware of how many small charities were not familiar with funders or grants as a viable income source.

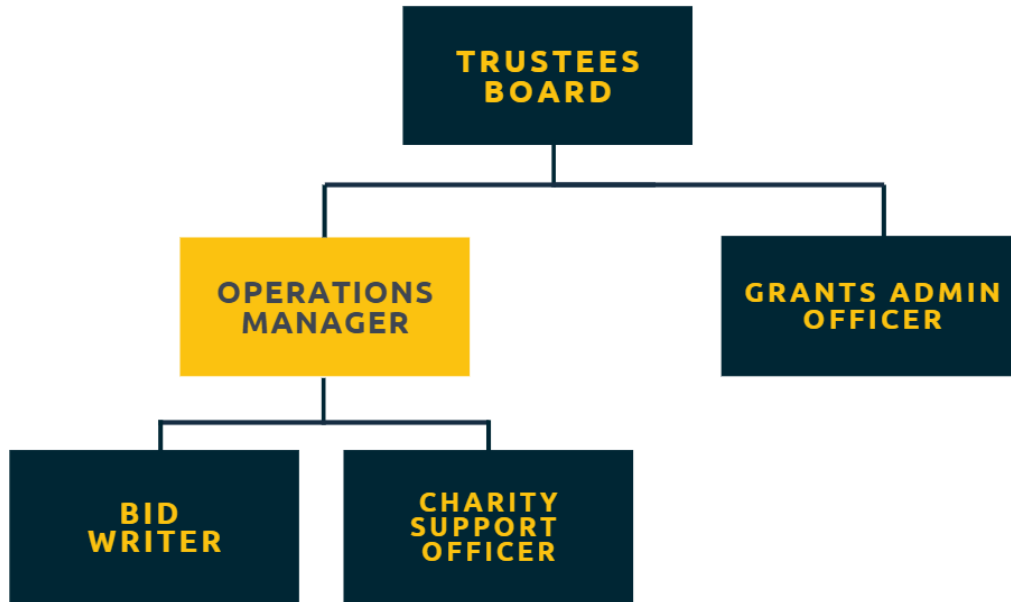
Looking for a resolution, Ayesha hosted an event called 'Meet the Funders' in 2016 at the Osmani Centre in Whitechapel. There was a great turn out of Muslim grassroots charities, and it was widely attended by mainstream funders including: Aziz Foundation, BBC Children in Need, Clothworkers' Foundation, East End Community Foundation, London Marathon Charitable Trust, Tudor Trust, and Wolfson Foundation.

The Meet the Funders event was an opportunity for small charities to share their brilliant work and engage in discussions about funding eligibility. The result of this event was highly positive, and charities expressed further interest in being involved in future events. This led to the formation of **All Ways Network (AWN)**.

Based in London but also working with NFPs around the UK, the team is small with big ambitions for growth. This role is critical to building our ambitions into reality.

For more information, see www.awn.org.uk & [@awn_org.uk](https://www.instagram.com/awn_org.uk) on social media.

All Ways Network Board & staff structure (January 2024):



Posts in Yellow are new posts and currently vacant.

All Ways Network Values (January 2024):

Integrity: We uphold integrity in every aspect of our work by valuing and consistently practicing honesty, transparency, and accountability.



Empowering: We are dedicated to empowering people and supporting communities to unlock their potential and achieve their goals.



Excellence: We strive for excellence and continuously improve ourselves to deliver the highest quality standards in the sector.



Collaborative: We foster a collaborative and collective approach by embracing diversity and building trusting relationships.



Role Description

Job Title:	Operations Manager
Location:	London (with travel across UK) Hybrid Role.
Hours:	35 per week (May include evening and weekends).
Contract:	Three years fixed term (subject to 6 months probationary period)
Salary:	£45,000 per annum
Responsible to:	Board of Trustees
Responsible for:	Charity Support Officer & Bid Writer
Benefits:	30 days annual leave (includes Bank Holidays plus two days for Eid per year), flexible working, ongoing training and development.

Main purpose and responsibilities

The Operations Manager will lead on managing and developing the operational business functions of the organisation to support the successful delivery of All Ways Network's charitable aims. You will support the Board of Trustees in leading the charity and its staff, building relationships with stakeholders, and developing and implementing our long-term strategic plans.

Scope of the job

All Ways Network operates across UK and Ireland. We are a remote team, meaning there is no central 'head' office, and staff mostly work from home. You will report to the Board of Trustees, and the role will involve close liaison with all staff and operational trustees. This position requires an individual with strong leadership abilities, who can lead on developing services and systems, and offer support on most aspects of the operational running of the charity.

Key Responsibilities

- Collaborate with the Trustees to deliver and improve AWN's strategic planning, annual operational planning, and budgeting process and ensure our vision and mission are effectively translated into operational goals and initiatives.
- Work closely with the Treasurer to manage the allocation of resources and oversee budgeting, fundraising and grant management.
- Lead on aspects of our HR function with the support of trustees, taking charge of our recruitment, personnel development and staff support.
- Maintain effective internal policies and procedures, ensuring compliance and manage organisational risks effectively.
- Support the Board of Trustees to maintain effective governance.
- Support the team to develop and manage impactful partnerships and stakeholder relationships, providing strategic advice on project delivery and ensuring our partnership arrangements are well planned and managed with care.
- Attend events outside office hours and weekends where necessary.
- Develop, implement, and monitor day-to-day operational systems and processes to provide visibility, goals, progress, and obstacles of key initiatives.

- Create a positive and supportive environment in which individuals can grow and develop, enabling them to realise their full potential.
- Any other duties commensurate to the role.

The job description is not exhaustive, and amendments and additions may be required in line with future organisational changes.

Person specification

Essential criteria

1. Excellent organisational and time management skills, able to stay on top of multiple, varied priorities, projects and relationships.
2. Ability to work independently and on own initiative.
3. A track record of successfully overseeing operations management with a proven ability to plan and manage processes for maximum efficiency and productivity.
4. Knowledge of charity legislation, guidelines, principles and functions.
5. Experience of building and maintaining relationships, internally & externally, with experience of engaging diverse stakeholder groups.
6. Confident in public speaking and able to represent AWN to stakeholders.
7. Ability to develop and support staff to achieve AWN's strategic goals and priorities.
8. Flexible attitude and willingness to develop in the role.
9. Ability to think strategically and to communicate AWN's strategic vision.

Desirable criteria

1. Experience of working in a start-up/entrepreneurial environment.
2. Understanding of Muslim community needs in the UK.
3. Knowledgeable about the not-for-profit sector and in particular Muslim-led charities.
4. Previous experience of working within the charity sector.
5. Knowledge of the grant making/funding sector.
6. Previous experience in managing an operations function within a charity or similar organisation.
7. Proven background in supporting organisational growth.
8. Experience in community engagement or the voluntary sector.
9. Ability to work in a small team working remotely and without direct supervision.
10. Experience of using databases and knowledge of data management systems to increase impact and efficiency.
11. Demonstrable knowledge of statutory & regulatory requirements in the charitable sector.
12. Understanding of GDPR, data protection issues and their implications.

Probationary Period

The appointment of every new employee is subject to a probation period of six months.

Pension

All Ways Network provides 3% contribution towards your pension.

Annual leave

Annual leave entitlement is 30 days annual leave (includes 8 Bank Holidays plus two days for Eid per year).

How to Apply

Please demonstrate how you meet the role requirements and how you think you can contribute to AWN. Please apply by submitting an up-to-date CV and cover letter (no longer than 2 pages) answering the following questions:

- why are you interested in the role of Operations Manager at AWN?
- how do your skills and experience make you a good fit for the role?

Please send all applications to: trustees@awn.org.uk by the closing date of **12pm on Monday 15th April 2024**. Please indicate “Operations Manager” and your full name in the subject heading.

If you would like to discuss this role further, please email us on trustees@awn.org.uk

Due to the volume of applications received, we regret that we are unable to contact applicants unless you are shortlisted for an interview. Therefore, if you have not heard from us within two weeks of the application deadline, you should assume that you have not been successful on this occasion. Due to capacity constraints, we are unable to provide feedback on unsuccessful applications unless you are shortlisted. We apologise for any inconvenience this may cause.