

Job Description

Position	Head of Operations
Department	Operations
Reports to	Director of Operations
Location	Flexible (London for NZF meetings)
Pay	£42k - £46k
Term	Full-time permanent contract

About NZF

National Zakat Foundation (NZF) gives Muslims in the UK a way to bring their Zakat to life. We're the only platform with a nationwide reach that helps Muslims calculate and give Zakat to those who should be receiving it. Together, we help get lives back on track and unlock the potential of those held back by their financial circumstances. Together, we can create a thriving, closer community.

We have used our experience in collecting and distributing Zakat over the last nine years to transform and improve our operating model. We're inspired to develop a better and simpler experience for givers and recipients to grow rapidly over the next five years.

The Operations Team is responsible for the Finance, Governance and People functions.

How this post supports NZF's vision and mission

Working closely with the Director of Operations, the post holder will be responsible for developing and maintaining governance procedures throughout the organisation which comply with the highest standards and fulfil charity and statutory requirements. This role provides vital support to the work of the Board, its sub-committees and the team.

Areas of focus will include: ensuring organisational compliance with external requirements; ensuring effective Board meetings and other key internal meetings through preparing agendas, papers, and tracking actions; policy development and implementation; risk management development and implementation; project management development and implementation; working with and supporting the Finance and People functions; deputising for the Director of Operations as and when required.

To succeed in this role, you will have a passion for the non-profit sector. You will be highly organised and diligent, showing great attention to detail. You will be proactive and possess excellent oral and written communication skills. You will have a financial qualification. You will be able to liaise closely with directors and others throughout the organisation to ensure policies and processes are appropriate and being implemented effectively.

Typical responsibilities and key end results of position:

Overall:

- To ensure compliance with external requirements
- To ensure effective Board meetings
- To ensure team members are effectively supported with governance, risk management and project management processes
- Maintain and deliver a continuous improvement governance action plan

Ensure compliance with external requirements:

- Ensure compliance with requirements and guidelines of Charity Commission and Companies House.
- Lead the preparation of the Annual report and Accounts.

- Ensure appropriate governance information reflected in external communications.

Ensure effective Board meetings:

- Prepare agendas, pre-read papers, and track agreed actions.
- Maintain a forward-looking calendar of Board and Committee meetings and agenda items.
- Review and maintain consistent Terms of Reference across all Committees.
- Support the Board with recruitment, induction, performance management and succession planning for the Board and Board committees.
- Manage the Trustee shared area to ensure that information is transparent, up to date and readily accessible.
- Support the Director of Operations and Board Chair with a periodic review of the Board, its value and behaviours, practice and operations.

Support Team members with governance, risk management and project management processes

- Ensure governance reflects and enables the strategic and operational requirements of the charity.
- Develop and maintain policies and ensure understanding and implementation throughout the organisation.
- Advise key stakeholders and colleagues on their responsibilities under internal policies and procedures.
- Support the Head of Service Delivery to ensure vulnerable adults that apply to National Zakat Foundation are appropriately safeguarded.
- Embed effective risk management and project management processes throughout the organisation.
- Ensure full and accurate reporting provided to grant funders.

- Work with and support the Finance and People functions.
This includes supporting governance within those functions, and ensuring appropriate guidance and advice provided from those functions for the wider team.

- Deputise for the Director of Operations as and when required.
- Undertake any other duties and tasks requested by Director of Operations or Chief Executive commensurate with the role.

Approach

- Keep up to date with best practice in governance.
- Understand and support the vision, mission and values of NZF. Develop and maintain detailed knowledge and information on NZF funds and priority areas.
- Adhere to and champion NZF's policy and practices on safeguarding.
- Ensure the approach is coordinated with key stakeholders across the organisation.

Relationships and Stakeholders

- Chief Executive, Directors, and other staff across the organisation
- Data Protection Officer, External consultants, freelancers, stakeholders, and partners

Knowledge, Skills, Qualifications, Experience and Behaviours required to achieve role's objectives:

Knowledge and Skills:	Essential (E) / Desirable (D)
An understanding of Zakat within the context of the five pillars of Islam.	E
Excellent written and verbal communication skills. Ability to communicate effectively and authoritatively to a diverse audience.	E
High level of diligence and attention to detail	E
Adaptability to learn about and develop new areas of work	E
Ability to manage multiple priorities, while delivering to a high standard	E
Knowledge of charity legislative, regulatory and governance landscape and ability to apply best practice appropriately.	D

Qualifications and Experience	Essential (E) / Desirable (D)
At least five years' experience of successfully leading within a governance or finance environment at a middle management level	E
Demonstrable experience of working in partnership and building credibility with people at all levels, including challenging and driving momentum at senior leadership level.	E
Educated to degree level, with a minimum 2:1 Degree	E
Qualification or demonstrable understanding of Finance	E
Qualification in Governance	D
Significant interaction at Board level	D

Behaviours	Essential (E) / Desirable (D)
Proactive and self-motivated	E
Committed to maintain and enhance the mission and ethos of the organisation	E
Committed to very high professional standards and integrity	E
Ability to work both collaboratively and independently	E

Criminal Record check
This role does not require a criminal record check

Physical Environment and Demands

This role will primarily be on a remote working basis. It may require up to 2 in-person internal meeting days per month in the London area.

Applications close midnight Sunday 1st August First interview expected Thursday 5th August