

## Iona Community Job Description

Job Title:	Mainland Operations Manager
Reporting to:	Executive Director and Community Resource Committee
Salary Band:	H - £36,180
Type of Contract:	Permanent. Start as soon as possible.
Place of Work:	Home-based. Must be available for regular meetings in our mainland office in Glasgow, usually once a week.
Hours of Work:	35 hours per week
Annual Leave:	37 days for full-time staff . Pro-rata for part-time staff. Holiday/Annual Leave Entitlement runs from 1 January to 31 December each year and is inclusive of Public Holidays
Pension:	Membership of the National Employment Savings Trust

### Overview of the Organisation:

The Iona Community is an international, ecumenical Christian movement working for justice and peace, the rebuilding of community and the renewal of worship.

Our Community was founded in Glasgow, Scotland in 1938 by Rev George MacLeod, a visionary and social reformer.

### Job description:

The Iona Community Mainland Operations Manager will be a highly experienced and versatile team leader who can delegate, and diligently complete a wide variety of tasks and successfully juggle competing priorities. This is a key role within the organisation responsible for leading the administration team. It requires strategic decision making, forward planning and cohesive management and coordination of the organisation's administrative functions to support the Iona Community's mission and objectives.

The post holder will oversee all administrative and human resources related tasks to ensure smooth operations and provide an efficient service to staff, members and external stakeholders. This position requires a high level of organisational skill and experience, leadership skills, attention to detail, and the ability to work collaboratively with the teams at Finance & Trading, Membership, Wild Goose Resource Group, Learning, Communications, Island Operations, the Abbey and Camas Centres, Property & Estate, and the Leader, Executive Director and Council of the Iona Community.

The post holder will directly manage the Mainland Operations Team which consists of the Support Services Administrator, Bookings Administrator, General Administrator and an Administration Apprentice. Together with other administrators in different teams they support the overall work of the Iona Community, which employs 47 members of staff on Iona, Mull and in Glasgow.

Other administrative posts in the organisation managed by other Managers are:

- Finance Administrator and Finance Administration Apprentice

- Membership Administrator
- Wild Goose Publications Administrator
- Wild Goose Resource Group Administrator
- Isle of Iona Administrator

## Main responsibilities:

### 1. Line Management

- Ensure excellent team working across the whole administrative staff group, including team building training and awareness of culture and morale.
- Acting as line manager to the mainland operations staff team.
- Being involved in recruitment, mentoring and developing of all administrative staff.
- Building morale and excellent team working within the administrative team.

### 2. General Administration

- Oversee all administrative practices of the Iona Community, ensuring efficient and effective operations.
- Liaise daily with senior staff to ensure administrative requirements are met to highest standard and information is exchanged effectively.
- Coordinate and manage travel arrangements, accommodation and logistics for staff and visitors.
- Develop and implement administrative policies, procedures and systems to improve overall business efficiency.
- Prioritise and delegate tasks as necessary and ensure appropriate workflow throughout the department.
- Supervise the management of office supplies, equipment and facility needs, ensuring a well-maintained and functional work environment.
- Ensure effective paperless filing systems in line with the community's policies.
- Ensure stationary ordering for whole staff team, in line with budgetary constraints.
- Coordinate IT and database provision for all staff.

### 3. Direct Administrative Responsibilities

- Attend and minute Senior Management Team meetings on a regular basis.
- Oversee the efficient distribution of information to Leadership and Council.
- In conjunction with the Company Secretary provide administrative support for Council and Sub-Committee meetings including provision of relevant papers, place bookings, travels and invitations and ensure that action points are fulfilled to report to subsequent meetings.
- Assist the Company Secretary with the induction programme for new members.
- Manage the Leader's diary and develop an understanding of their work to enable the prioritisation of appointment requests.
- Open and read the Leader's e-mails and mail when out of office, and deal with appropriately.
- Ensure administrative support for the Executive Director when required.

### 4. HR Support

- Ensure administrative support for recruitment processes across the organisation.
- Carry out HR administration including personnel record keeping, ensuring that records are kept in accordance with data protection principles.

- Monitor holidays, overtime, TOIL, sickness and absence of staff on our Bright HR software.
- Work with an external HR consultant to support the leadership in all matters of HR.
- Support the leadership and Council with annual staff training plan, continuing professional development and annual job reviews.

#### 5. Events Administration

- Develop, manage and review annual meetings and events plans.
- Ensure administrative support for all committee and working group meetings.
- Ensure administrative support for membership events such as plenaries and members' gathering.
- Support the Company Secretary with Annual General Meetings.
- Coordinate meetings and help to organise small and large scale events as required.

#### 6. Project Support

- Ensure administrative support is available to project teams, including coordination of meetings, documentation and reporting.
- Assist in monitoring project timelines, milestones and deliverables to ensure successful completion.
- Provide, develop and create written reports and business documents.

#### 7. Communication and Coordination

- Serve as a primary point of contact for internal and external stakeholders.
- Support effective communication channels within the organisation, ensuring timely dissemination of information.
- Provide assistance in filtering and forwarding communications to proper individuals and departments in a timely manner.
- The post holder will be required to work closely, and maintain a positive working relationship with the manager of all departments, the Leadership and Council.
- The main internal contacts are the mainland staff, while the main external contact of the post is the HR consultant.

### Personal specifications:

#### Essential:

- Substantial experience in administration management in a similar-sized large organisation (50+ staff)
- Background in business and office administration management
- Experienced line manager
- Excellent team building skills and experience
- Proven record of accomplishment in trouble-shooting team dynamics and morale building
- Demonstrated ability to work collaboratively with diverse teams and stakeholders
- Knowledge of, and experience of, data protection
- Strong organisational and time management skills with the ability to multitask, priorities effectively and meet tight deadlines
- Excellent written and verbal communication skills
- Proficiency in Microsoft office applications and familiar with database management system

- Attention to detail
- High level of accuracy
- Ability to maintain confidentiality and handle sensitive information
- Resourcefulness
- Sensitivity and empathy
- Highly dependable and trustworthy

Desirable:

- Degree in business administration, management, human resources or a related field
- Relevant experience in administration management in a large international organisation
- Experience in managing a team across different functions

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AGREEMENT:

Job Holders's Signature

Date

Immediate Manager's Signature

Date