

## Operations Manager

### Education, training and qualifications

Requirement	E = Essential D = Desirable
GCSE maths and English	E
Salesforce or CRM-specific training	E
Relevant degree or equivalent experience in operations, project management, nonprofit management, or a related field	D

### Previous experience

Requirement	E = Essential D = Desirable
Proven track record in operations or project management roles, preferably in a charity, social enterprise or nonprofit setting	E
Experience leading cross-organisational projects involving systems, processes, or digital tools	E
Experience implementing or managing CRM systems (Salesforce preferred)	E
Experience supporting or managing the launch of websites or digital platforms	E
Experience of training or supporting colleagues with new systems or workflows	E
Experience working collaboratively in a small or multidisciplinary team	D
Experience working with or supporting Disabled people or other marginalised communities – desirable	D

## Skills and abilities

Requirement	E = Essential D = Desirable
Excellent communication skills, both written and verbal, always producing clear, concise, grammatically correct documents	E
Excellent organisational and project management skills, including multitasking and meeting tight deadlines	E
Ability to communicate clearly and confidently with a range of stakeholders, including colleagues, trustees, and external providers	E
Comfortable using a range of digital tools (e.g. CRM systems, spreadsheets, CMS, collaborative platforms like Teams and Zoom)	E
Strong facilitation and training skills, with the ability to tailor learning to different team needs	E
Attention to detail, especially with data handling and process design	E
Ability to work independently and take initiative, while contributing to team goals	E
Commitment to inclusive practice and ability to work respectfully with people from diverse backgrounds	E

## Knowledge

Requirement	E = Essential D = Desirable
Understanding of charity operations including data management, reporting, and digital systems	E
Familiarity with GDPR and data protection principles in a nonprofit context	E
Knowledge of accessibility standards and inclusive digital design (e.g., WCAG)	D
Awareness of the challenges faced by small charities in delivering impactful and sustainable services	D
Awareness of safeguarding and good governance in voluntary sector organisations	D

Understanding of the issues affecting disabled people of all impairment types, and how their lives are affected as a result of those impairments	D
Familiarity with the area of Tower Hamlets and of local issues	D
The ability to speak and write (where applicable) a community language commonly spoken in Tower Hamlets	D