



WEST LONDON ISLAMIC CENTRE

JOB DESCRIPTION FOR ROLE OF OPERATIONS & ADMIN MANAGER

www.wliconline.org

JOB TITLE: Operations & Administration Manager

JOB TYPE: Full Time 40 Hrs Per Week, Tuesday-Saturday

SALARY: £35,000 + (Dependent on Experience)

RESPONSIBLE TO: Chief Executive Officer (CEO)

JOB PURPOSE:

The Operations & Administration Manager is a new role for the West London Islamic Centre (WLIC), created with the aim of raising standards as we continue to develop and improve. As one of the largest mosques and Islamic centres in London, currently still expanding, it is vital we have a strong centre management team to take us forward. The WLIC Operations & Administration Manager will be responsible for the efficient day-to-day administration, operational coordination, reception services, financial reporting, regulatory compliance, facilities oversight and event support of the Centre. The postholder will play a key role in ensuring that the Centre's various services and new floors operate efficiently, providing exceptional service to worshippers, visitors, stakeholders and supporting colleagues, to maintain a safe, welcoming and professional environment. The role requires a proactive, organised and flexible individual capable of managing multiple responsibilities and work streams, aiding all the Centre's religious, educational and community activities.

ADMINISTRATIVE AND OPERATIONAL MANAGEMENT OVERVIEW

The WLIC Operations & Administration Manager will provide effective and inspiring support to the organisation and senior management in the delivery of its strategic operational objectives.

The Operations & Administration Manager will:

- Work with the CEO, Office Bearers and Executive Board to maintain and enhance WLIC's Operational Vision, Values and Strategic Objectives, in conjunction with WLIC's wider organisational body UKIM and its National Team.
- Work together with the CEO, Office Bearers and Executive Board to implement a collaborative and sustainable Operational Services Plan.
- Take responsibility for operational and administrative delivery and performance management in all areas of Centre servicing, including back/front office, facilities, contractor/supplier and civic/community partner relations, bookshop, mortuary, education, clinic, wedding hall, library services, events and fitness centre support.
- Ensure the WLIC office has the appropriate management systems, policies, procedures, processes, structures and culture to carry out its work with excellence, effectively, efficiently and safely, including taking appropriate steps in managing risks and

establishing adequate operational planning and financial management control. This includes Safeguarding and Quality Management Systems.

- Ensure compliance with all relevant legislation, including employment law, charity law, company law and health & safety legislation, with regular reviews.
- Inspire and motivate WLIC staff and volunteers to ensure they are focussed on achieving WLIC's vision, mission and strategic priorities.
- Help cultivate and maintain a professional, cooperative and harmonious working environment and high-performance culture.

WORKING WITH THE EXECUTIVE BOARD

The Operations & Administration Manager will work with the WLIC Chief Executive Officer and Executive Board to ensure its decisions and duties are carried out.

The Operations & Administration Manager will:

- Assist in strategic planning, and annual operational planning.
- Ensure the Executive Board can adequately, monitor annual plans, targets and performance by providing regular strategic, operational and financial reports.
- Provide the Executive Board with all necessary information on matters relating to the Centre's service provisions and performance, current regulatory and legal compliance, and other appropriate matters, making sure it is timely, factual, balanced and relevant.
- Help enhance the annual WLIC Events and Services calendar for programmes, training, planning and development.

CORE RESPONSIBILITIES

Reception & Front of House

- Act as a professional and welcoming first point of contact.
- Respond to telephone, email and in-person enquiries.
- Manage visitor access, room bookings and the welfare of all Centre attendees.
- Ensure reception and all public-facing areas remain clean and presentable.
- Provide information regarding Centre services, events and activities.
- Support safeguarding, security and emergency procedures.

Administration Duties

- Maintain accurate records, databases and filing systems.
- Support meeting coordination, diary management and minute-taking.
- Carefully process post, emails, forms and general correspondence.

- Provide administrative and PA support to the CEO.
- Support volunteer administration and scheduling.
- Assist with basic finance administration and record keeping.
- Maintain operational and compliance documentation.
- Organise staff, volunteer and Executive Board meetings.
- Coordinate the preparation of reports, board papers, annual reports and accounts.
- Liaise with IT support providers, contractors and other suppliers.
- Order stationery and office supplies as required.
- Maintain records of policies and procedures and conduct scheduled reviews.
- Liaise with web and media teams/developers to maintain necessary updates.
- Act as the first point of contact for service membership enquiries.
- Administer all service membership applications, renewals and fee collection.
- Provide necessary support for meetings, events and stakeholder engagements.

Facilities Coordination

- Conduct regular inspections of facilities and communal areas.
- Report maintenance and health and safety issues promptly.
- Liaise with cleaners, contractors and maintenance providers.
- Support room setup and operational readiness.
- Monitor stocks of cleaning, office and facilities supplies.
- Maintain maintenance and contractor records.
- Ensure Centre facilities remain safe, clean and operational.

Operations & Events Support

- Support the day-to-day operations, opening and closing of the Centre and Office.
- Assist with the delivery of all services, prayers, programmes and community events.
- Assist with coordination and service delivery of funeral, bookshop, community clinic, wedding hall, library and fitness centre services.
- Support Friday prayer, Ramadan, Eid and other special seasonal programmes.
- Coordinate various room bookings, logistics. Ensure rooms and facilities are prepared.
- Support volunteer coordination during busy periods.
- Escalate operational concerns or incidents to management and maintain the Incident Log.
- Assist with Nikah enquiries and booking administration.
- Assist with school visit enquiries, bookings and arrangements.
- Organise tour guides and hospitality arrangements for visitors and guests.

Operational Coordination

- Manage records and coordinate contractor, suppliers and scheduled maintenance.
- Monitor operational performance and identify areas for improvement.
- Ensure compliance records and operational documentation remain up to date.
- Support implementation of Centre policies and procedures.
- Assist in conceptualising, planning and marketing programmes and events.
- Ensure effective communication between staff, volunteers and stakeholders.
- Provide regular operational updates to the CEO.

GENERAL

The West London Islamic Centre is an organisation that seeks to set the highest standards and thrives through the 'added value' brought by employees and volunteers.

The Operations & Administration Manager will:

- Contribute positively towards organisational culture, values and reputation with all staff, associates, attendees and external stakeholders.
- Work flexibly and undertake any other duties agreed with the Executive Board.
- Support all departments and projects of the WLIC and participate in multi-disciplinary cross-organisational groups, project teams and outreach programming.
- Arrange and attend SMT, staff and board meetings when required.

Normal working hours will be Tuesday-Saturday 9.30am-5.30pm; however, some flexibility will be required to meet the requirements of the role.

The successful candidate will undergo a reference and an enhanced DBS check.

Only the applicants shortlisted will be notified.

To apply please send your CV and a Covering Letter evidencing the points from the essential skills and qualifications list to ceo@wlic.org.uk

Submission Deadline: Friday 25th September 2026

THIS JOB DESCRIPTION IS SUBJECT TO ANNUAL REVIEW AND ALTERATIONS MAY BE NEGOTIATED TO REFLECT THE CHANGING NEEDS OF THE ORGANISATION.



WEST LONDON ISLAMIC CENTRE

PERSON SPECIFICATION FOR THE ROLE OF OPERATIONS & ADMIN MANAGER

Candidates will be required to demonstrate evidence of all the essential criteria in the application form and interview. **E** - Essential **D** - Desirable

1. Skills and Experience		Essential or Desirable
1.1	Postgraduate with at least 3 years' experience within a commercial or organisational management setting.	E
1.2	Chartered Management Institute (CMI) and/or other further professional development.	D
1.3	Knowledge & experience of helping manage institutional religious, social welfare and community services and projects to Muslim communities.	E
1.4	Experience of effective personnel management, excellent public facing interpersonal skills, with the ability to inspire and motivate others.	E
1.5	Experience of working closely in cooperation with an Executive Board, consulting, advising and guiding robust decision-making.	E
1.6	Strong organisational and administrative skills, with excellent command of English and verbal and written communication ability.	E
1.7	Proven negotiation skills, with the ability to liaise and consult effectively with a range of individuals, partners, including coordination of diverse interests.	E
1.8	Team player, with ability to work collaboratively with staff, volunteers and stakeholders.	E
1.9	Excellent organisational and problem solving skills, including punctuality & time management.	E
1.10	Ability to work calmly and effectively under pressure, whilst maintaining confidentiality and handling sensitive information appropriately.	E
1.11	Experience coordinating meetings, events and operational activities.	E
1.12	Proven ability to provide effective reports, presentations etc.	E
1.13	Knowledge of safeguarding requirements within community settings.	E
1.14	Proficiency in IT and the use MS Office applications.	E
1.15	A track record of developing and translating strategic plans and decisions into operational practice	E
1.16	Willing to work flexible hours & multi-lingual skills	D
1.17	Successful experience of implementing a performance management system.	D



ABOUT THE WEST LONDON ISLAMIC CENTRE (WLIC)

A MODERN & VISIONARY MASJID SERVING ALL OF LONDON

The UKIM West London Islamic Centre (WLIC) has served the Muslim community of West London for over 40 years. The Masjid has an admirable reputation, having achieved prominence for its welcoming, considerate and organised culture, as evident amongst the exceptionally diverse congregation and staff. In addition to the daily prayers, the new Centre provides a wide range of services and activities. With over 60,000 Muslims now residing in Ealing and over 1 million in the capital, our new purpose-built Mosque has a focus on the delivery of vital services benefiting the Muslim community, with particular emphasis on youth, community welfare and education.

WLIC OBJECTIVES, VISION & VALUES

- To present and exemplify the Islamic way of life as defined and prescribed by Allah (swt) in the Qur'an, the Sunnah or example of the final Prophet Muhammad (pbuh) and as practiced by his Companions (ra), helping to foster and advance a morally upstanding, modest, united, chaste, religiously God conscious and peaceful society.
- To be open and inclusive in all its undertakings for men, women and the youth, empowering and enabling Muslims to achieve their spiritual, educational, physical, socio-economic and cultural aspirations, whilst inspiring them to play a participatory role in the development of the wider community.
- To provide a range of holistic, culturally sensitive services and facilities for the communities of the Borough of Ealing and London with a view to improving quality of life and enhancing community cohesion.
- To promote and encourage mutual appreciation and friendly relations between Muslims and non-Muslims through inter-faith dialogue and outreach.
- To work closely with like-minded local, regional and national voluntary and public sector organisations to deliver projects focused on general welfare, health awareness, youth development, community chaplaincy and social justice.
- To strengthen the bonds of brotherhood and sisterhood amongst the Muslim community, reconcile differences and help protect and preserve its British Muslim and Islamic identity.
- To protect, maintain and develop the assets, finances and resources of the Masjid and its Waqf for the benefit of the community it serves.