



JUNIOR LEAGUE OF LONDON

JOB DESCRIPTION AND PERSON SPECIFICATION

POST: Director of Operations & Volunteer Management

LOCATION: WeWork Moorgate, 1 Fore Street Avenue, London EC2Y 9DT

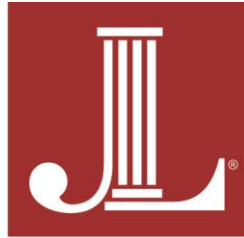
REPORTS TO: President-Elect

TIME COMMITMENT: Flexible hours up to four days a week.

JOB DESCRIPTION

The Director of Operations & Volunteer Management furthers the Junior League of London's (JLL's) mission by ensuring that the organisation operates as effectively and efficiently as possible. As JLL's volunteer leadership changes on an annual basis, he/she will provide continuity for the 450+ member volunteer organisation in the areas of office and staff management, regulatory compliance, knowledge management and communications.

The Director of Operations & Volunteer Management will need to develop and maintain a good understanding of the JLL's organisational and financial policies and structure. He/she will need to work closely and flexibly with the Board of Directors and the Leadership Team with the main aim to support them in their endeavours to meet the needs of the community and membership. Specific tasks include:



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SUPERVISE DAY-TO-DAY OPERATIONS OF THE JLL OFFICE

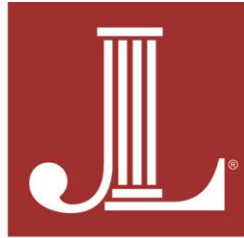
1. Ensure that the JLL office operates efficiently and that it effectively supports all of JLL's membership, leaders, committees and community programmes
2. Supervise any additional staff/ volunteers. Responsible for related personnel matters (hiring of new personnel, performance reviews, work prioritisation and standards)
3. Serve as contact to Association of Junior Leagues International (AJLI) and all other service providers / vendors
4. Ensure office equipment and IT systems are fit for purpose
5. Directly responsible for ensuring organisational compliance with UK charity legal and best practice.

SUPPORT JLL BOARD OF DIRECTORS AND LEADERSHIP TEAM

1. Provide regular report to Board of Trustees, represent office at Board Meetings.
2. Assist Board of Directors in executing annual risk management exercise (including review of insurance)
3. Assist Membership team with setting up, running and assigning volunteer placement positions in which members are assigned roles in the organisation.
4. Work with Administrative Assistant(s), bookkeepers, Finance & Operations and Membership Councils to manage collection of payments and related communications to membership
5. Provide dedicated support and work at (pre, during and after) the League's fundraisers.
6. Assist leaders in executing membership strategy.

ASSIST IN EXECUTING COMMUNICATIONS STRATEGY

1. Work with members to proactively update and maintain the content of the JLL website and databases
2. Ensure that all information regarding the JLL in print, media and visual forms is accurate, up-to-date, and supports the JLL's Mission and Vision.
3. Assist in the preparation and production of existing JLL communication vehicles.
4. Ensure and maintain compliance with general data protection regulations, and data security policy.



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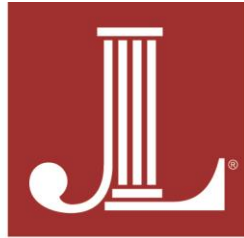
FOSTER KNOWLEDGE SHARING AND MANAGEMENT

1. Serve as a hub to enable good internal communications among all of the facets of the JLL, including managing the Master Calendar
2. Develop and implement formal policy and procedures to facilitate capture of knowledge and experience
3. Guide members and committee chairs on office and knowledge management processes as necessary

RESPONSIBLE FOR REGULATORY COMPLIANCE

1. Act as company secretary and primary contact for bank accounts and regulatory bodies.
2. Ensure accuracy of all records of Board Meetings, decisions and governing documents.
3. Manage and prepare all required regulatory reporting (for Board's approval) for JLL and its trading subsidiary, JLL Enterprises, Ltd. This includes filings with Companies House, the Charities Commission, the Information Commissioner's Office (Data Protection) and Her Majesty's Customs and Excise (for Gift Aid).
4. Actively monitor issues that may affect JLL in areas such as financial reporting (the Charities Act and SORP), VAT, and employee tax/law and inform Board
5. Assist with audit/ independent examination as required on annual basis.

Additional tasks as required.



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PERSON SPECIFICATION

EDUCATION, KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE

1. Degree-level education or equivalent business level experience and course work.
2. Experience within the UK charity sector; working knowledge of compliance requirements.
3. Experience of managing and motivating volunteers and working with a voluntary Board of Trustees.
4. Experience with financial administration and/or bookkeeping.
5. Experience of project management and change management.
6. Communications, marketing or public relations experience
7. Experience of fostering and developing skills and knowledge within a small team or organisation.
8. Good working knowledge of information systems and various software packages.
9. Knowledge and experience of website and database maintenance desirable.
10. Experience of supervising support staff.

SKILLS AND ABILITIES

1. Strong self-starter; solution-orientated, customer service mindset.
2. Evidence of previous experience in continually improving the internal functions of the charity.
3. Sound judgement – able to make and defend decisions with confidence.
4. Excellent verbal and written communication skills, diplomacy and tact required for working with the charity's trustees, volunteers and supporters.
5. Strong commitment to the third sector and a passion for fostering excellence in volunteer work.