

**APPLICATION PACK  
HR & Operations Manager  
(Maternity Cover)**

<b>Job Title:</b>	HR & Operations Manager
<b>Reporting to:</b>	CFO
<b>Responsible for:</b>	Operations Assistant
<b>Working with:</b>	Staff, Volunteers, Partners, Government, Board of Trustees and relevant Stakeholders
<b>Salary:</b>	£36,000 - £41,000
<b>Office location:</b>	50-52 Camden Square, NW1 9XB (Hybrid with a minimum of three days a week on site)
<b>Hours</b>	35 hours per week
<b>Contract type:</b>	12-month FTC (Maternity Cover)

## Who We Are

The London Irish Centre's mission is to empower and enrich lives through Irish community and culture. Since 1955, we have served the Irish community in London, providing crucial support, connection and a 'home from home' to those living in the capital.

Our services include accredited advice and support, community wellbeing activities, and an extensive programme of Irish arts, culture and education. Our venue also comprises of a licensed bar and shop, as well as private hire spaces to support the work of our charity.

As the Irish heart of London, we extend a warm, inclusive welcome to all who seek our help, offering support, community, and a place to celebrate the best of Irish culture.

The London Irish Centre is the oldest and largest Irish Centre in Britain, offering a mix of community and cultural services for both Irish and local communities in London and UK wide.

## How to Apply

In this pack we have included a job description and person specification to support your candidature. The details in the job description and person specification should be addressed in a maximum one-page cover letter. The cover letter should include your current job title, salary and position within banding where relevant. To apply, upload your CV and cover letter to this portal:

<https://londonirishcentre.peoplehr.net/Pages/JobBoard/Opening.aspx?v=55611d70-ebc7-49ff-b18a-6c996293a9aa>

## APPLICATION PACK FOR: HR & Operations Manager

*Please note that all roles at the London Irish Centre are subject to enhanced DBS (Disclosure and Barring Service) checks as part of our commitment to safeguarding and promoting the welfare of vulnerable individuals.*

Applications will be reviewed on a rolling basis, and we will be actively interviewing. We reserve the right to close applications before the stated deadline. Interviews will begin with an initial online screening, followed by in-person interviews at the Centre.

If you would like to have an informal conversation with Louise Rowe (CFO and hiring manager) please contact us by email at [recruitment@londonirishcentre.org](mailto:recruitment@londonirishcentre.org) to arrange a call.

### Job Brief

The HR and Operations Manager plays a pivotal role in ensuring the effective and efficient functioning of the London Irish Centre's (LIC) internal operations, with strategic oversight of all HR functions, organisational policies, facilities management, and volunteer coordination.

This key position supports a positive and inclusive workplace culture, embedding best practice, staff wellbeing, and continuous improvement across the organisation. With a focus on both people and operations, the role is central to developing our growing team and delivering well-managed operations that collectively advances LIC's strategic goals.

### About You

- You are a professional and enthusiastic HR and Operations practitioner with experience spanning people management and day-to-day organisational operations.
- You have a strong track record of developing, motivating, and supporting both staff and volunteers.
- You have the ability to manage a wide range of operations - including health and safety, policy, compliance, quality, governance, contracts, and contractor oversight - to support service delivery across the Centre's diverse functions.
- You are experienced in building and maintaining effective organisational systems.
- You demonstrate outstanding communication skills, attention to detail, and discretion, and you excel at managing a varied workload with competing priorities and tight deadlines.
- You are highly organised and thrive in dynamic environments where flexibility, initiative, and sound judgment are essential.
- You are committed to fostering a welcoming and inclusive culture; You are proactive and comfortable working independently, while also able to build strong, collaborative relationships across all levels of the organisation.

### Key areas of responsibility

- Lead the day-to-day HR function providing support to staff across all areas of HR.

## APPLICATION PACK FOR: HR & Operations Manager

- Ensure HR policies are reviewed and updated to ensure compliance with employment laws, regulations and best practice. Develop new policies that are fit for purpose, legally compliant, and embedded within the team.
- Update, maintain and develop employee handbook, HR templates, processes, and systems to support the delivery of an effective HR function.
- Manage HR systems ensuring all records are maintained accurately and comply with GDPR.
- Oversee all recruitment processes.
- Oversee the entire employee lifecycle - from induction to exit - while implementing talent retention strategies, performance management systems, and succession planning.
- Oversee organisational volunteer management, ensuring compliance with policies and alignment with strategic objectives
- Coach and advise line managers on people issues withing their teams from probation to sickness absence to performance.
- Manage grievances and disciplinary actions in accordance with policy.
- Lead on delivery of annual training plan and annual appraisal process.
- Oversee day-to-day office management to ensure a warm, inclusive, and safe working environment.
- Ensure health and safety, compliance, and quality standards are consistently upheld across all HR and operational practices, fostering a safe, legally sound, and high-performing work environment.
- Manage outsourced IT contracts and service level agreements, overseeing IT and communications providers - including VOIP systems - while coordinating support and resolving issues as needed.
- Oversee office supplies, contracts, and supplier relationships, ensuring cost-effective and efficient operations.
- Responsible for governance and compliance matters, providing comprehensive board support, and managing company secretarial duties, including filings and updates with Companies House and the Charities Commission.
- Oversee and manage operational expenditures to ensure alignment with the allocated budget, while identifying opportunities for cost efficiencies.

*This job description is a guide to the nature of the work required of the HR & Operations Manager. It is not wholly comprehensive or restrictive and may be reviewed as required*

## Personal Specification

Qualifications	Essential	Desirable
CIPD Level 5 or above (or working towards)	X	
Relevant degree		X

Experience	Essential	Desirable
Demonstrable experience in managing HR, including drafting & negotiating contracts, recruitment, developing and maintaining processes and policies, performance management, safeguarding, business partnering, and leading on appraisal processes and rolling out L&D plans	X	
Knowledgeable about all aspects of employment law and people best practice in the UK	X	
Demonstrable experience of establishing credibility and influencing senior managers, building strong relationships and delivering projects against a People Strategy	X	
Operations Management	X	
Experience in building and facilities management, including demonstrable understanding of Health and Safety, compliance and licensing considerations	X	
Experience of working with a Board of Trustees		X
Governance/ Company secretarial experience		X
Experience in and knowledge of financial management, control and budget setting		X

Skills & Knowledge	Essential	Desirable
Employment legislation	X	
Health and Safety	X	
High level IT skills across Microsoft Office suite and ability to use other digital platforms	X	
Ability to organise and plan strategically whilst being able to pay attention to detail	X	
Problem-solving, focused on finding practical solutions	X	

Attributes	Essential	Desirable
An affinity and enthusiasm with the purpose, vision, mission and values of the LIC	X	
Proactive, open-minded and flexible approach	X	
Values diversity and difference, operates with integrity and openness	X	
Strong interpersonal and communication skills to support and build internal and external relationships	X	
Enjoys working in a collaborative and solution-focused manner to achieve win-win outcomes; ability to effectively plan ahead to anticipate problems.	X	
Resilient, calm under pressure and able to work to deadlines and adapt to changing conditions.	X	

## **Employee Benefits**

- Enhanced annual leave - 26 days plus bank holidays (increase to 27 days after 5 years of service pro rata).
- Enhanced sick pay - 4 weeks of contractual hours on full pay after completion of probationary period pro rata \*
- Enhanced maternity and adoption leave pay\*
- Cycle to Work Scheme\*
- Tech Scheme\*
- Eyesight tests and contribution to corrective glasses\*
- Jury Duty leave pay\*
- Employee Assistance Programme.
- Complimentary tickets to select events.
- 50% discount on LIC education courses (subject to availability).
- 20% discount at the LIC shop and 10% discount at the LIC bar.
- Mindfulness app membership\*

**\*Only available to staff on contracts of a minimum of 12 months**

## **LONDON IRISH CENTRE**

### **OUR SIX CORE VALUES**

At the London Irish Centre we strive to be:

1. Welcoming
2. Compassionate
3. Inclusive
4. Creative
5. Community-centred
6. Sustainable

*The London Irish Centre is an equal opportunities employer. We actively encourage applications from diverse backgrounds, communities and industries, and are committed to equality and diversity within our workforce. Please note our offices have some barriers to access, which is one of the core missions that our redevelopment will overcome.*