



Candidate Information for the role of Operations Officer

The Operations Officer will play a key role in supporting the effective delivery of events, venue hire, reception, and security services across the East London Mosque and London Muslim Centre. Working within a high profile, high footfall environment, the post holder will help ensure that all operational activities are delivered to a high standard, safely, efficiently, and in line with organisational values.

A core focus of the role is the planning, coordination, and delivery of events and bookings, alongside responsibility for maintaining high-quality frontline reception services and supporting a safe and secure environment for worshippers, visitors, hirers, staff, and volunteers.

Key priorities

- **Reception and Customer Service**
Provide a welcoming and professional reception service, handling enquiries, calls, emails, visitors, post and deliveries.
- **Events, Nikah and Bookings**
Manage enquiries and bookings, provide clear guidance, and support customers with venue viewings and booking requirements.
- **Event Operations**
Support the smooth and safe delivery of events, including staffing, room changes, crowd management and dealing with operational issues.
- **Facilities and Equipment**
Ensure rooms and event spaces are clean, safe and ready for use, with equipment checked, set up and stored correctly.
- **Resources and Venue Development**
Support effective use of staff, equipment and facilities, while helping improve services, promote venue hire and increase bookings.

About the East London Mosque Trust (ELMT)

The East London Mosque & London Muslim Centre is one of the UK's most prominent and dynamic Islamic institutions, serving London's largest and most diverse Muslim community since 1910. Our institution offers world-class prayer facilities, educational programmes, including two Ofsted-rated 'Good' schools and an evening supplementary school, comprehensive social welfare services and outreach. We also provide a dedicated hub to support the needs of women through the Maryam Centre. Anchored by our guiding mission to Serve, Educate, Inspire, we continuously strengthen our impact through community engagement, interfaith partnership, and innovative initiatives.

Working in this 'House of Allah' is a profound blessing; it gives an opportunity for personal growth while witnessing first-hand the positive impact of the many beneficial services we deliver.

Our mission is to serve, educate and inspire through faith and action.

Our vision is to see a world of God consciousness, respect, dignity and justice.



Job Description for the role of Operations Officer

Job title:	Operations Officer
Salary:	£26,918 – £28,569 per annum. Part Time, Pro rated (ELMT scale D2–D6) for up to 20 hours per week
Responsible to:	Senior Operations Officer
Job Purpose:	Events and Reception
Hours	Up to 20 hours a week, hours will be decided based upon the availability of successful candidates

Events

A key part of your role will be to help ensure events and bookings are managed effectively.

- Support the Operation Team in delivering a professional, welcoming, and high-quality frontline service to all visitors, service users, and stakeholders.
- Respond promptly and professionally to telephone, email, and face to face enquiries, providing accurate information, appropriate guidance, or signposting to relevant services where required.
- Manage Events & Nikah enquiries and bookings by providing clear advice on procedures, documentation requirements, and the booking process, ensuring a positive customer experience.
- Prepare and manage invoices and quotations, monitor payments, update financial records, and maintain accurate records of bookings.
- Assist in coordinating support staff, temporary staff, contractors, and volunteers during event preparation, delivery, and breakdown, ensuring activities are carried out safely and efficiently.
- Provide visible operational support during events, responding promptly and professionally to operational issues, last minute changes, and unforeseen challenges to ensure smooth delivery.
- Support crowd management, room transitions, equipment operation, and adherence to event schedules, particularly during large scale or high-profile events.
- Ensure all event spaces, meeting rooms, and halls are inspected regularly and maintained in a safe, clean, and presentable condition, ready for use.
- Oversee the setup and reinstatement of event spaces, ensuring layouts meet event requirements and all furniture and equipment are returned to their designated locations after use.
- Conduct routine inspections of event equipment, including furniture, staging, and audio-visual equipment, ensuring items are safe, fit for purpose, correctly stored, and that any faults or damage are reported promptly.
- Work closely with the Senior Operations Officer to ensure event resources and equipment are planned, ordered, allocated, and deployed effectively to support operational requirements.
- Report repairs or defect to Maintenance Team via the app and support the ongoing upkeep of event spaces and shared facilities.
- Assist the Senior Operations Officer in promoting the venue hire facilities of the East London Mosque and London Muslim Centre, responding to enquiries and supporting prospective clients through site visits and venue viewings.
- Support the effective utilisation of facilities by maintaining high service standards, protecting the organisation's reputation, and contributing ideas to develop new income generating opportunities through events, bookings, and venue hire.



Reception

The reception is the first point of contact for many visitors and users seeking assistance.

- Support the Reception Team in delivering a professional, welcoming, and high-quality frontline service to all visitors, service users, and stakeholders.
- Respond promptly and professionally to telephone, email, and face to face enquiries, providing accurate information, appropriate guidance, or signposting to relevant services where required.
- Manage Nikah enquiries and bookings by providing clear advice on procedures, documentation requirements, and the booking process, ensuring a positive customer experience.
- Receive, record, and distribute incoming post and deliveries promptly, ensuring recipients are notified without delay.
- Manage the sale of merchandise and books, including handling customer enquiries, processing payments and maintaining accurate sales records.
- Manage calls and enquiries for the Imams, coordinate their diaries and appointments, and ensure requests are recorded and followed up appropriately.

Assist in recording, monitoring, and escalating complaints and customer feedback in accordance with organisational policies, supporting continuous service improvement.

Security

The ELMT aims to ensure a safe and secure environment for all employees, volunteers and visitors.

- Assist in the operation and monitoring of CCTV systems in accordance with operational requirements, organisational policies, and data protection legislation.
- Respond effectively to incidents, emergencies, and evacuations, following established procedures to support the safety and security of staff, visitors, and the wider site.
- Work closely with security staff and managers to ensure security issues are identified, escalated, and resolved promptly and appropriately.

All Teams

In the absence of the Operations Event Lead, ensure teams are coordinated and well managed to work effectively.

- Support all two service areas to optimise effectiveness and efficiencies.
- Keep adequate records of work across all teams.
- Ensure proper health & safety is observed by all teams.
- Report to the Operations Event Lead any concerns about maintenance, cleaning or other premises related issues.
- Record accidents and incidents, notifying appropriate colleagues to ensure they are followed up.
- Support the day-to-day compliance of safeguarding, fire safety and health & safety issues, including updating of fire risk assessments and such like.

General

The East London Mosque Trust is an organisation that seeks to set the highest standards and thrives through the 'added value' brought by employees and volunteers.

East London Mosque Trust

The East London Mosque Trust is a charity (1122613)
and a company limited by guarantee (468317) registered in England & Wales
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- In the absence of senior operational staffs, support the coordination of events and reception, teams to ensure continuity of services.
- Maintain accurate records of event activity, inspections, incidents, equipment usage, and operational issues.
- Work flexibly to meet organisational needs, including evenings, weekends, public holidays, and urgent operational requirements.
- Support cross-departmental projects and participate in organisational initiatives and working groups.
- Undertake any other reasonable duties commensurate with the role.

Working hours will be spread across five days and may fall between Monday and Sunday, according to operational and event requirements. The postholder will be required to work weekends and evenings as part of the role. The postholder may also be required to work outside normal working hours to support urgent events, meetings or other operational requirements.

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



Person Specification for the role of Senior Support Service Officer

Candidates must demonstrate evidence of all the essential criteria in the application form and interview.

1	Skills and Experience	
1.1	Minimum 2 years of experience in a similar role, including frontline service management.	E
1.2	Good level of experience handling incidents, problems, and complaints.	E
1.3	An understanding of effective personnel management, management of staff, and promotion of employee wellbeing so they are effective and motivated.	E
1.4	Able to provide management and stakeholders with effective reports, presentations, emails, etc.	E
1.5	Proficient in use of computers for word-processing, email, internet, etc.	E
1.6	Good command of English, both written and verbal.	E
1.7	Good organisational skills.	E
1.8	Proven negotiation skills, with the ability to liaise and consult effectively with a range of individuals and agencies, including coordination of diverse interests.	D
1.9	Experience of working with Muslim, other faith and BME communities.	D
2	Personal Qualities	
2.1	Self-motivated, reliable and able to work on own initiative.	E
2.2	Able to work under pressure to meet deadlines and manage conflicting demands.	E
2.3	Able to work as a member of a team.	E
2.4	Able to maintain and develop good working relationships with other bodies and organisations.	E
3	Education and Training	
3.1	Qualified to degree level or equivalent.	D
4	Other	
4.1	Must be a permanent resident in the UK without restriction on employment.	E
4.2	Able to work flexibly, including evening, weekends and public holidays.	E

E – Essential D – Desirable