



Job Description

Operations and Administration Manager



Kalayaan is recruiting an Operations and Administration Manager

Kalayaan is the UK's only specialist legal advice charity for migrant domestic workers, our community led organisation is nearly forty years old and we fight for justice for migrant workers who are exploited, subject to domestic servitude, modern slavery and human trafficking.

Based in Holland Park, West London, we support our community by offering a programme of information sharing events, by campaigning with our community to build solidarity, raise awareness and call for policy change that would prevent exploitation. Our legal team offers high quality legal advice to help clients to escape exploitation by regularising their status, securing their legal recognition as survivors of trafficking and slavery, understanding their rights, enabling negotiation with employers. We also offer English classes.

The Operations and Administration Manager is essential to Kalayaan's team and to our ability to transform the lives of our clients. We have seven staff, three freelance or contract staff and 12 volunteers; four of our staff work full-time. We are looking for a capable, positive and motivated problem solver with the experience to manage a broad range of tasks and responsibilities. Since our clients are often do not have English as a first language, the task of welcoming visitors requires the ability to be a sensitive and patient communicator.

This is an exciting time to join Kalayaan in an operational and administrative role, with a range of operational change projects underway, a new database being rolled out, office redecoration about to start, and a new website ready for launch in July.

Job Title: Operations and Administration Manager

- Permanent position:
 - 5 hours per day for 5 days per week or
 - 7 hours per day for 4 days per week.
- Location: in person at our offices in Holland Park
- Benefits: 5% pension, 36 days per year leave (pro rated).
- Salary: £35,000 to 40,000 depending on experience (full-time equivalent)
- Reports to CEO

Job Summary:

The Operations and Administration Manager ensures the effective management of Kalayaan's offices and operational projects; managing facilities and IT systems; administering client referrals, managing the corporate inbox and dealing with requests or signposting to others who can and ensuring the smooth running of our services as well as ordering office supplies and assisting with ad hoc administrative projects. The role is responsible for liaising with Kalayaan's external IT support, our landlord and external contractors.



Key Responsibilities:

1. Office & Facilities Management (including health and safety)

- Welcome and register visitors and ensure a professional front-office environment.
- Provide office induction for new staff and ensure a well-functioning workspace.
- Manage office supplies, stock, stationery, and refreshments.
- Oversee equipment maintenance and repairs, ensuring minimal disruption.
- Manage the asset register, ensuring all digital equipment and office infrastructure is accounted for.
- Lead on health and safety to make sure the office meets health and safety requirements and staff are briefed on how to log issues.
- Oversee building maintenance, cleaning, and repair schedules.
- Liaise with the landlord, other businesses in the building and contractors.

2. IT & Technical Support

- Liaise with our external IT support company provide support
- Oversee upkeep of digital equipment
- Manage landline, internet and mobile phone providers for the organisation.
- Support office IT requirements for English classes and community classes
- Lead on cybersecurity, working with our IT support company, including training new staff and helping existing staff; e.g. on the use of our password manager.
- Maintain website and social media administration, ensuring updates are timely and relevant.
- System administrator for our database.

4. Data Management & Compliance

- Ensure data protection and file management policies are upheld in both our paper filing records and database records.
- Ensure IT and office procedures comply with GDPR and internal data policies.

5. General Administration & Communication

- Handle general inquiries via phone, email, and in-person meetings.
- Provide administrative support for ad hoc projects as needed.
- Help to administer finances if required.

6. Managing volunteers

- Managing volunteers to assist with administrative tasks.
- Helping volunteers by providing IT support and other questions.

Experience, Skills and Qualifications:

Essential

- Experience in office management, facilities coordination, or administrative management.
- Strong knowledge of IT systems, troubleshooting, and technical support.
- Ability to manage multiple responsibilities across office, IT, and finance functions.



- Strong problem-solving skills and ability to troubleshoot IT and operational issues.
- Ability to work independently while collaborating effectively with colleagues.
- Sympathy with the aims of Kalayaan's work.
- Confidence with IT and troubleshooting in Microsoft 365 and working with SharePoint.

Desirable

- Knowledge of data protection and GDPR compliance.
- Familiarity with HR processes, including onboarding and office inductions.
- Understanding of health and safety regulations in an office environment.
- Experience working within the charity or non-profit sector.
- Experience working in an organisation serving vulnerable clients.
- Experience with any CRM system would be helpful.
- Proficiency in a second language relevant to Kalayaan's client base.
- Bookkeeping experience.
- Experience managing contractors for office upgrades.
- Experience working for a small organisation with varied workload and willingness to take on either simple or challenging tasks as needed.

Personal Attributes & Competencies:

- Strong multi-tasking skills.
- Ability to prioritise a varied and busy schedule of tasks.
- Good communicator with ability to help, induct and train colleagues.
- Strong attention to detail.
- Resourcefulness and good problem-solving skills.
- A positive, can-do attitude.

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