ADMIN & SYSTEMS MANAGER

Reports To	Operations Director
Salary	£28k-£32k p/a depending on experience & qualifications
Location	Cambridge Central Mosque
Contract	Full Time (40 hours/week)

JOB OUTLINE

The Admin & Systems Manager will oversee the administration team and manage various systems to ensure smooth operations at Cambridge Central Mosque. This role includes responsibility for admin tasks, improving existing systems and implementing new technologies.

KEY RESPONSIBILITIES

- **Team Leadership**: Serve as the line manager for the admin team, ensuring efficient and effective team operations.
- **Administrative Oversight**: Take on responsibility for all general admin tasks, including but not limited to: managing the admin inbox, organising tours and overseeing the madrasa.
- **Systems Review & Improvement**: Review existing systems such as bookings, emails, calendars, and payments and implement improvements where needed.
- **CRM Implementation**: Lead the implementation and ongoing management of the mosque's Customer Relationship Management (CRM) system.
- **Technical Support**: Handle various tech tasks, including managing the phone system, email creation and other technical needs.
- **Website Updates**: Perform basic updates to the mosque's website, ensuring information is current while working closely with the communications team to maintain consistent messaging.
- **Efficiency Optimisation**: Continuously look for ways to improve operational efficiency and streamline processes.
- **Payment Systems Management**: Oversee and manage the mosque's payment systems, both online and in person, ensuring they are secure, user-friendly, and efficient. Implement and integrate new payment solutions as necessary to enhance the donor and customer experience.

KEY REQUIREMENTS

<u>Essential</u>

- **Administrative Experience**: Proven experience in administration, demonstrating strong organisational and multitasking abilities.
- **Leadership Skills**: Strong leadership and team management skills, with the ability to oversee and guide an administrative team effectively.
- **Collaboration**: Ability to work independently and as part of a team, demonstrating effective communication and coordination.
- **Email Management**: Proficiency in managing and organising high volumes of emails effectively.

<u>Desirable</u>

- **Technical Skill Set**: Strong technical skills to manage and improve systems, including proficiency in CRM systems and other relevant technologies.
- **System Implementation**: Experience in designing, implementing, and managing new systems to enhance organisational efficiency.
- **Website Management**: Experience in updating and maintaining websites, ensuring content is accurate and up-to-date.
- **Creative Problem-Solving**: Ability to think creatively and outside the box to identify and implement solutions.
- **IT and Technical Expertise**: Advanced knowledge in IT systems, including troubleshooting and system integration.
- **Project Management**: Experience in leading and managing projects, particularly in system improvement or implementation.

HIRING PROCESS

Applications will be reviewed in early September, with the intention for interviews to take place shortly after. The position will remain open until a suitable candidate is found, with the ideal start date being as soon as possible.

Submit your CV and an optional cover letter to hr@cambridgecentralmosque.org. Use the full job title as the subject heading.

Please Note: Applicants must already hold the unrestricted right to work in the UK. Only shortlisted candidates will be contacted for an interview.
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