



**ABA
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Operations Manager

2025



About Abaana

Abaana is a Christian based charity which invests in children in Africa, helping them to break the chains of poverty, through education.

Our Mission

Abaana exists to show the love of God, transforming the lives of impoverished children and their communities in Africa, through raising funds, awareness and motivating people to give sacrificially.

Education & Sponsorship

We passionately believe that providing access to education is one of the most important ways of helping children escape from poverty. Over the last 25 plus years, Abaana has built 17 new primary schools in Uganda, many in the poorest, rural areas. Working with the schools and their local communities, Abaana provides sponsorship for children from the poorest families to enable them to attend school.

Street Children

Since January 2007 Abaana has been changing the lives of the children living on the streets of Kampala, Uganda's capital. Abaana sees the potential in each street child and works alongside partners to provide support for these street kids. Our long-term goal is to get as many of these children as possible into good homes.

In meeting with these children over a period of time we build relationships with them. For those whom we can, we offer a place at our New Life Homes. These are rehabilitation and transitional homes where boys can receive the love and support they need and are given the opportunity for a good education.

Short Term Teams

We have been taking teams to Uganda since 2001, where people of all ages can engage in different areas of our work.

New Life Choir

The New Life Choir is a group of 20 children who are beneficiaries of Abaana's projects across Uganda. They will represent their local communities by singing their way around the UK and Ireland, acting as ambassadors for their friends and families still living in poverty.



Abaana Holds the Following Values:

Christian	believe in Jesus Christ and follow His teachings & lifestyle
Compassion	a deep awareness and sympathy for human suffering and a strong desire to do something about it
Stewardship	how we use and care for the gifts, talents and affairs God has given to us
Humanitarian	devoted to the promotion of human welfare
Visionary	a seer, characterized by vision
Community	a group of people sharing a common interest
Empowering	to equip or supply with an ability
Excellence	the state, quality or condition of excelling





ABAANA JOB DESCRIPTION

Job Title: Operations Manager

Responsible to:	Abaana CEO
Job Location:	Abaana, 78 High Street, Bangor, BT20 5AZ, with travel across N. Ireland as necessary
Salary:	£36,124 - £37,938
Hours:	35 hours per week (including some evening/weekend commitments)
Annual Leave:	35 days (pro rata) including statutory/ bank holidays

Main Purpose of Job:

To support Abaana's work by providing effective management and promoting full governance, compliance, and accountability through performance.

General Purpose of the Role:

- Provide leadership within the Abaana office and team to ensure efficient, effective and smooth daily operations.
- Contribute to the development, communication, and execution of the organisation's vision, mission, and strategic direction.
- Assist in formulating and implementing the strategic plan that guides the organisation's long-term goals.
- Oversee and support office staff to maintain high levels of productivity and effectiveness.
- Assist in the development, tracking, and monitoring of key performance indicators (KPIs).
- Support the management of the UK fundraising strategy and maintain the fundraising calendar.
- Represent and promote Abaana through key presentations and public engagements.

Participation in the Spiritual Life of Abaana

- Participate in weekly staff prayers and take an active role in leading staff devotionals.
- Demonstrate commitment to Abaana's mission, values, and belief statement.
- Actively uphold and live in accordance with Abaana's evangelical Christian beliefs in both personal and professional conduct.



Duties & Responsibilities

FUNDRAISING	
CORPORATE FUNDRAISING	Help develop corporate fundraising
FUNDRAISING	As delegated lead, help to create and organise a fundraising strategy and take part in fundraising initiatives as well as participate in the planning, organisation and delivery of exciting events and promotions
FUNDRAISING	Attend major events and take leadership of some 'key' events
FUNDRAISING	Leadership of the preparation of grant proposals
FUNDRAISING & LOGISTICS	Lead the logistics of the choir programme & property move
PARTNERSHIPS	Actively pursue opportunities as agreed with CEO
SHOP	Oversee the charity shop relaunch and support KPI monitoring for the Shop Manager

COMMUNICATION & MARKETING	
WEBSITE	Manage the website marketing strategy and delegate actions to be taken to appropriate colleagues and ensure timely delivery of same
VOLUNTEERS	Manage office volunteers
DONOR & VOL MANAGEMENT	Ensure high level of donor and volunteer care
DATABASE MANAGEMENT	Collaborate with the CEO to ensure the database is effectively utilized as a strategic tool for supporter engagement
DATABASE & DONORS	Ensure regular maintenance and accuracy of the database through periodic checks
MANAGING TALK OPPORTUNITIES	Partner with the CEO to develop strategies that prioritise the pursuit of new opportunities and support staff in allocating time accordingly
TALK PERFORMANCE	Support the CEO in creating resources and delivering staff training to improve the clarity and effectiveness of internal and external communications
SOCIAL MEDIA	Work with staff to develop the social media platform for Abaana
PROMOTION OF ABAANA	Promote Abaana through key talks
NEWSLETTER AND PRINTING PUBLICATIONS	Work with the CEO to help plan the mailing strategy, help design and produce literature and brochures
PR STRATEGY	Develop, maintain & delegate overall PR strategy and ensure timely delivery



PEOPLE (Internal)	
LINE MANAGEMENT	Manage staff (monthly meetings) motivation, performance, reviews
QUARTERLY REVIEW	Preparation for and attendance at monthly staff meetings
STAFF MEETINGS	Organise (agenda, time etc.)
STAFF MANAGEMENT	Manage leave, discipline, and/ or general staff issues
HEALTH AND SAFETY	Lead compliance with Health and Safety & PAT testing
STAFF TRAINING	Consult staff for areas of training required, look for opportunities internally and externally and liaise with CEO
ORGANISATIONAL PLANNING	Management and accountability for organisational resources
PLANNING	Weekly update/planning meeting with the CEO
RECRUITMENT	Manage any staff recruitment process & onboarding
PERFORMANCE MANAGEMENT	Preparation & review of staff KPIs and implementation & delivery of regular 1:1s with staff in relation to performance, training, issues etc.

WAYS OF WORKING (Operations)	
POLICIES AND PROCEDURES NI	Preparation of policies and procedures with CEO ensuring compliance with current legislation
OFFICE ENVIRONMENT	Ensure office is running well and all equipment and resources are working and managed effectively
STRATEGIC	Assist with formulating and implimenting strategic and long-term business plans
OFFICE ENVIRONMENT	Develop and implement new administrative systems
OFFICE ENVIRONMENT	Maintain supplies of stationery and equipment
OFFICE ENVIRONMENT	Oversee / Management of Talks and Fundraising

Any other reasonable and related tasks as directed by the CEO.



Essential & Desirable Criteria

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • 5 GCSE/GCE 'O' Levels at grades A, B or C or equivalent including English Language and mathematics • Current driving licence and access to a car for business purposes 	<ul style="list-style-type: none"> • Education: Honours Degree or Third Level Equivalent
Experience	<ul style="list-style-type: none"> • Advanced proficiency in computer use and software applications, particularly Microsoft Excel • Working and delivering to regular and unmovable deadlines • Organised, systematic and process driven working habits • People management • Driving performance & achievement • Initiative taker 	<ul style="list-style-type: none"> • Proven track record of working with a charity or similar organisation • Running events • Fundraising • Working and managing teams in an office environment • Working or volunteering with a charitable organisation • Delivering customer service • Experience of third world regions (in particular Africa) • Knowledge of Salesforce CRM
Skills/Abilities	<ul style="list-style-type: none"> • Excellent administrative skills and time management capabilities • Excellent communication skills (both oral and written) • Superior leadership skills • Advanced proficiency in Microsoft Word, Outlook, Excel, and PowerPoint applications • Demonstrate an understanding of, and commitment to, the charity's aims 	<ul style="list-style-type: none"> • Multimedia skills and the ability to create presentations and graphical reports • Advanced IT skills/ICT qualification • Creativity for planning events • Familiarity with social media platforms



Essential & Desirable Criteria

	ESSENTIAL (CONT..)	DESIRABLE (CONT..)
Personal Qualities	<ul style="list-style-type: none"> • Ability to work on own initiative and have flexibility with regards to the role • Ability to work as an enthusiastic team member and gain the confidence of colleagues, donors and the general public • Leadership and emotional intelligence skills • Committed Christian with a personal relationship with God and in regular church fellowship 	

The above criteria may be enhanced to assist with shortlisting.

For an application form please phone 02891 451918 or email fiona@abaana.org

Applications close on **Friday 6th June** at 5pm.



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