

TRINITY HOUSE CORPORATE DEPARTMENT JOB DESCRIPTION

Job Title:	Corporate Operations Manager
Reporting to:	Head of Operations & Change Projects, and Deputy Secretary
Location:	London
Job Holder:	NAME
Reviewed:	04 July 2025

SCOPE AND PURPOSE OF JOB

To provide comprehensive administrative support to the Operations Division of the Corporate Department, with a focus on the Admissions Process for Younger Brethren; provide support to governance management and operational efficiency; assist with Fraternity communications. The role serves as the primary administrator for CRM (Customer Relationship Management) and CMS (Content Management) systems, ensuring smooth internal and external communications. The incumbent will assist the Head of Operations in day-to-day duties, in addition to supporting the Fraternity Manager and, as required, the Secretary's Executive Assistant. A key function is to provide management support through meeting administration, including the consolidation of agendas and papers and the production of professional minutes.

KEY ACTIVITIES AND RESPONSIBILITIES (in addition to these tasks, employees are required to carry out such other duties as may reasonably be required).

General

- **Admissions Process for Younger Brethren:**
 - Administer the Aspirant Younger Brethren process from first interest to induction.
- **Communications & Data Management, including CRM Management (Primary Accountability):**
 - Serve as the lead administrator for the Fraternity's CRM and CMS, ensuring data accuracy and system functionality.
 - Train staff on CRM/CMS usage and report technical issues.
 - Act as the main point of contact between Trinity House and the CRM/CMS provider, ensuring effective handling of all tickets.
 - Assist in drafting and distributing Fraternity communications (e.g. newsletters, event invitations, official correspondence).
 - Manage electronic and hard copy filing and bring-up systems for corporate records.
- **Operational, Governance & Administrative Support:**
 - Provide direct administrative assistance to the Secretary, and Head of Operations and Deputy Secretary, focusing on governance management, including scheduling meetings and preparing papers.

- Expertly record and draft various meeting minutes with accuracy and clarity, with outstanding proofreading skills.
- Upkeep of the Corporate Calendar.
- Oversee departmental stationery, equipment, and consumables to ensure an adequate supply.
- Collect, distribute, and track incoming and outgoing mail for the Operations Division.
- **Event & Logistics Assistance:**
 - Assist the Fraternity Manager with event planning.
 - Assist with the preparation and distribution of electronic board packs for meetings.
 - Coordination of meeting rooms and refreshments requests.

Subsidiary

- **Cross-Departmental Collaboration:**
 - Cover duties for the Executive Assistant and Fraternity Manager during absences.
 - Assist with the distribution of *The Fraternity Review*, Christmas cards, and calendars.
- **Special Projects:**
 - Undertake new administrative projects as directed by the Secretary or Head of Operations.

Technical Attributes/Desirable Experience

- Degree-level education or A-Levels (or equivalent) in a related field; additional qualifications in administration or IT are advantageous.
- At least a GCSE grade C or above in English and Mathematics.
- Minimum three years' experience in an administrative role, preferably in a fast-paced office environment.
- Minimum of three years' experience in writing professional minutes of meetings.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint) and experience with CRM/CMS platforms.
- Strong organisational, time-management, and communication skills.
- Ability to multitask, prioritise workloads, and adapt flexibly to changing demands.
- Discretion and professionalism when handling sensitive information.

Supervisory Responsibility/position in THCD's structure:

Line managed by the Head of Operations. The incumbent will also work closely with the Fraternity Manager and across the Corporate Department.

Communication with others/Customer Relations:

Internally with:

All members of The Corporation at all levels.

Externally with:

- Service providers.
- Prospective YBs, and external partners.

Authority (budgets, resources, etc):

Limited budgetary authority; responsible for raising purchase orders and invoice processing.

Travel:

Not typically required, but occasional local travel may be needed for event support.

Working Hours:

41.5 hours per week over 5 days. Flexibility is required for occasional evening events.

Other (any other aspects that are essential to the job)

The role requires meticulous attention to detail, accuracy, flexibility, timeliness, and the ability to manage competing priorities, along with a proactive approach to problem-solving. The incumbent must maintain confidentiality and build effective working relationships across all levels of the organisation.
