

London CLT

Operations and Communications Manager

Location: London, Spitalfields (hybrid working – minimum 2 days in office per week)

Salary: £36,000 – £41,000 per annum (depending on experience)

Contract: Part Time, 2.5 to 3 days per week, permanent

Reporting to: Executive Director

About London CLT

London Community Land Trust (London CLT) is a community-led, not-for-profit organisation that creates genuinely and permanently affordable homes for Londoners.

London CLT works with communities to create high-quality, genuinely and permanently affordable homes that are priced according to local incomes, ensuring Londoners are no longer forced to leave the neighbourhoods they call home.

Given the extent of the city's housing crisis, London CLT has ambitious plans for growth in a challenging environment.

Rooted in local organising and democratic decision-making:

- We empower communities to take control of land and housing in their neighbourhoods.
- We believe that affordable housing is a right, not a privilege.
- We work to create thriving, inclusive communities across the capital.

Purpose

We are looking for a highly organised, proactive and people-oriented Operations and Communications Manager to help keep our small but ambitious organisation running smoothly, our voice heard and our successes shared and celebrated.

A role which is crucial to ensuring the effective day-to-day operations of London CLT, providing vital support across administration, governance, HR, communications and project delivery. You will be a central point of contact in the organisation, helping to embed systems and processes that support our work and enabling our staff and community members to do their best work.

Responsibilities

Office and Systems Management

- Ensure the smooth running of the London CLT office (physical and virtual), including IT systems, equipment, supplies, and facilities, and manage all office contracts, purchases and related documentation
- Liaise with IT support for administration of user access to software - new users/leavers, reset passwords, amend access privileges etc.
- Maintain organisational systems including file management, cloud storage, CRM (e.g. Salesforce), and shared calendars.

- Lead on managing internal communications and workflows, ensuring deadlines and priorities are well tracked.

Communications

- Own the communications strategy, developing an annual communications plan to deliver against comms objectives, and produce well targeted, engaging content and communications for members and other priority audiences
- Support in liaising with members and residents, and respond to general enquiries either directly or with the team
- Plan and execute regular membership communications to London CLT members and other priority audiences using our online platforms (Mailchimp, Typeform, Salesforce)
- Maximise use of LCLT data (Salesforce, Mailchimp) to increase comms reach and engagement
- Manage London CLT website (Wix) ensuring content is up to date and functionality optimised
- Liaise with staff team to publish regularly on social media channels, encouraging wider team input as well

Governance and Compliance

- Support our Executive Director and Board with governance matters, including coordinating board meetings, board papers, minute-taking, action lists and filing.
- Provide planning and organisational support for the Annual General Meeting and preparation of the Annual Review
- Maintain efficient ways of working with the Board, supporting effective inductions for new members and, working with the Executive Director, ensuring compliance with board rules, roles and responsibilities
- Manage organisational policies and ensure regular review and updates

HR and People Support

- Support staff recruitment, onboarding, and offboarding processes
- Maintain HR records and coordinate staff appraisals and training
- Act as the first point of contact for HR queries and support a positive team culture
- Support cross team engagement, managing inductions for new members, team building and away days, coordinating team meetings and operational planning

Project Support and Housing Administration

- Assist in the coordination of community events, meetings and training sessions.
- Provide logistics, comms and administrative support to project delivery as required.
- Build relationships with residents, partners and volunteers to support wider community goals.
- Working with the Communities Manager, establish clear systems to support resident applications and ongoing resident aftercare and stewardship

Person Specification

- Strong experience in operations, office management, administration and communications, ideally in the non-profit or social enterprise sector.
- Excellent organisational and time-management skills, with the ability to manage multiple tasks and priorities.
- Confidence with IT systems and tools (e.g. Google Workspace, Microsoft Office, CRM software).
- Understanding of governance and compliance processes relevant to charities or companies.
- Clear, concise communicator with strong written and verbal skills.
- Ability to work independently and take initiative, while also being a team player.

It would also be highly desirable if candidates come to the role with:

- Experience working with community-led or affordable housing organisations.
- Understanding of social justice and community development principles.
- Experience supporting events or community engagement activities.
- Lived experience of housing challenges or connection to communities affected by the housing crisis.

What We Offer

- Flexible working and a supportive team culture.
- Opportunities for training and development.
- The chance to contribute to a meaningful difference and help shape the future of community-led housing in London.