

## Recruitment

Position: **Community & Operation Assistant**

### **About ICA**

Established in 1986, Islington Chinese Association (ICA) is a leading London-Based Chinese Charity Organisation, promoting social cohesion across the UK. We provide wellbeing, cultural and social activities to all races and ages.

### **Job Description**

#### **Role Overview**

We are looking for a proactive and organised **Community & Operation Assistant** to support the day-to-day running of the Centre and the delivery of community activities. This role combines administration, event coordination, digital support, and community engagement.

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### **Key Responsibilities**

- Support the planning and delivery of centre activities, including regular classes, community services, festive and ad hoc events (e.g. preparing promotional materials, participant recruitment and liaising with tutors)
  - Manage front desk operations, including handling enquiries, bookings, payments (cash and card), and maintaining accurate attendance records
  - Provide general administrative and logistics support to ensure smooth office operations
  - Maintain and update the Centre's website (e.g. WordPress or similar platforms) and social media channels
  - Support the development or use of digital tools/applications to improve daily operations and workflow efficiency
  - Assist in managing and working with volunteers, facilitating their engagement and contribution to Centre activities
  - Support community outreach and help build partnerships with local stakeholders and organisations
  - Assist with membership services, including maintaining records, preparing membership cards, and organising member activities
  - Maintain filing systems and assist with general office administration
  - Handle telephone and face-to-face enquiries in a professional manner
  - Undertake any other duties as required by the Supervisor
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## **Person Specification**

### **Essential:**

- Experience in administration, operations, community services, or a related field
- Proficient in Google Workspace and Microsoft Office (Word, Excel, PowerPoint)
- Familiarity with website management (e.g. WordPress or similar platforms)
- Strong organisational skills, attention to detail, and the ability to work independently
- Excellent time management skills, with the ability to manage a busy workload, multi-task, and meet deadlines
- Good numeracy skills and the ability to maintain accurate financial and activity records
- Fluent in written English and Chinese, with good spoken English, Cantonese, and Mandarin
- Proficient in Chinese typing (Traditional Chinese preferred, approximately 30 words per minute)
- Flexible and willing to work occasional unsocial hours to support Centre activities

### **Desirable:**

- Experience working with or supporting volunteers
- Experience using AI tools for drafting, data handling or workflow support
- Familiarity with automation tools (e.g. Google Apps Script, Zapier, Make or similar)
- Experience in developing or applying digital tools to improve operational efficiency
- Relevant experience in community services or the voluntary sector

**Contract:** One year Part-time contract (3 days a week)

**Salary:** £15,600 per annum

**Other Benefit:** Pension Scheme, Free Parking

**Holiday:** 17 days annually

**Location:** Islington Chinese Association, 21 Hatchard Road,  
London N19 4NG

If you are interested, please send your CV with a covering letter to [tszho.auyeung@islingtonchinese.com](mailto:tszho.auyeung@islingtonchinese.com) .

Shortlisted candidates will be invited to attend a physical interview and a written test at ICA

Closing date for application: 16<sup>th</sup> April, 2026.