



Operations, Bereavement & Media Officer: Job Description

Contract: Permanent, subject to successful probation

Hours: 25 hours per week (Monday to Friday – 5 flexi hours per day)

Location: Palmers Green Mosque (MCEC)

Responsible to: CEO and Board of Trustees

Background

The Muslim Community and Education Centre (MCEC) is a registered charity serving the local community through worship, education and community services. Since its establishment in 1995, MCEC has brought together Muslims from diverse backgrounds and has become a leading provider of Islamic education, religious services and community engagement across North London.

We are seeking an organised, compassionate and proactive Operations, Bereavement & Media Officer to support the smooth day-to-day operation of the mosque, coordinate bereavement services, manage the Centre's communications and media platforms, support volunteers and provide religious assistance when required.

Purpose of the Role

The Operations, Bereavement & Media Officer plays a key role in supporting the effective running of the mosque through operational management, bereavement coordination, volunteer support and media communications.

The post holder will ensure operational standards are maintained, bereaved families receive compassionate and professional support, the mosque's communications effectively engage the wider community, and volunteers are appropriately coordinated. The role also provides religious support to the Imam team when required.

Main Responsibility Areas

(A) Operations

Overall Responsibility

To support the efficient day-to-day operation of the mosque, ensuring a safe, welcoming and well-maintained environment for worshippers, visitors, staff and volunteers.

Key Responsibilities

- Support the day-to-day operations of the mosque and community centre.
- Ensure the building is clean, safe, secure and presented to a high standard.
- Carry out routine inspections of the premises and report maintenance issues.
- Coordinate repairs and liaise with contractors where required.
- Monitor health and safety compliance and report hazards or maintenance concerns.
- Assist in implementing safeguarding, health and safety, and security procedures.
- Support room bookings and ensure facilities are prepared for meetings, activities and community programmes.
- Coordinate caretaking and cleaning arrangements where required.
- Assist with opening, closing and security procedures.
- Support the logistical arrangements for mosque activities and services.
- Maintain accurate operational records and documentation.

Religious Support

- Lead congregational prayers as a backup to the appointed Imams when requested.
- Conduct Janazah (funeral) prayers, Nikah ceremonies and other religious services as required.
- Deliver Friday (Jumaa) and Eid Khutbahs when requested by the CEO or Board of Trustees.
- Support the delivery of religious programmes and uphold the Islamic values of MCEC.

(B) Bereavement Services

Overall Responsibility

To coordinate bereavement services with compassion, professionalism and sensitivity, ensuring families receive timely support and all Islamic and statutory procedures are followed.

Key Responsibilities

- Act as the first point of contact for bereavement enquiries.
- Coordinate funeral arrangements with the Funeral Director, Imams, cemeteries and relevant external organisations.
- Support bereaved families throughout the funeral process with sensitivity and professionalism.

- Ensure all statutory documentation is completed accurately and promptly.
 - Maintain confidential bereavement records and documentation.
 - Coordinate burial bookings and funeral logistics.
 - Explain Islamic funeral procedures clearly and compassionately to families.
 - Conduct Janazah prayers and provide religious guidance where appropriate.
 - Maintain stock and supplies required for bereavement services.
 - Liaise with finance staff regarding funeral fees and records where required.
 - Review and improve bereavement procedures to enhance the quality of service.
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(C) Media & Communications

Overall Responsibility

To manage and develop MCEC's media and communications platforms, ensuring professional, engaging and consistent communication with the community.

Key Responsibilities

- Manage MCEC's website and social media platforms.
 - Create, schedule and publish engaging content promoting mosque activities and services.
 - Record, edit and upload Friday Khutbahs, lectures and educational content.
 - Support live streaming and recording of Ramadan programmes, Eid prayers and other major events.
 - Produce posters, graphics and promotional material for mosque programmes.
 - Respond to online enquiries and moderate social media channels where appropriate.
 - Maintain consistency in branding and communications across all platforms.
 - Work with staff and volunteers to promote community initiatives.
 - Monitor engagement and recommend improvements to increase community reach.
 - Maintain audio-visual equipment and coordinate media requirements for mosque programmes.
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(D) Administration & Volunteer Coordination

Overall Responsibility

To provide administrative support for the effective running of the mosque and coordinate volunteers to ensure the successful delivery of mosque services and community activities.

Key Responsibilities

- Manage telephone, email and general enquiries relating to operational, bereavement and media matters.
 - Maintain accurate electronic and paper filing systems.
 - Prepare reports, meeting papers and administrative documentation as required.
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- Maintain records in accordance with GDPR and confidentiality requirements.
 - Coordinate the recruitment, onboarding and induction of volunteers.
 - Maintain volunteer records, DBS documentation (where applicable) and volunteer databases.
 - Organise volunteer rotas to ensure adequate support across mosque services and community activities.
 - Provide ongoing guidance and support to volunteers.
 - Assist the CEO with general administrative duties as required.
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General Responsibilities

- Promote the vision, mission and values of MCEC.
 - Maintain the highest standards of professionalism, confidentiality and integrity.
 - Comply with safeguarding, health and safety, GDPR and all organisational policies.
 - Work collaboratively with Trustees, staff, volunteers and the wider community.
 - Demonstrate compassion, respect and professionalism in all dealings with service users.
 - Undertake any other reasonable duties commensurate with the responsibilities of the post.
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Person Specification

Essential Qualifications

- Good general education.
- Sound understanding of Islamic practices relating to mosque services and bereavement.
- Good IT skills, including Microsoft Office.
- Commitment to safeguarding and professional development.

Essential Experience

- Experience working within a mosque, charity or community organisation.
- Administration and office coordination experience.
- Experience managing social media and digital communications.
- Experience supporting members of the public.
- Experience organising operational activities.
- Experience working with volunteers.

Desirable Experience

- Bereavement or funeral service experience.
 - Audio-visual production, photography or live-streaming.
 - Health & Safety or First Aid qualification.
 - Experience delivering Khutbahs or leading congregational prayers.
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Skills

- Excellent organisational and time management skills.
- Strong communication and interpersonal skills.
- Ability to manage multiple priorities effectively.
- Compassionate and professional approach when supporting bereaved families.
- Strong written and verbal communication skills.
- Ability to work independently and as part of a team.
- Good attention to detail and problem-solving skills.

Personal Attributes

- Strong Islamic character and professionalism.
- Compassionate, approachable and empathetic.
- Flexible and adaptable.
- Committed to serving the Muslim community.
- Trustworthy and able to maintain confidentiality.
- Positive, proactive and solution-focused.

Hours of Work

The role is **25 hours per week**, worked **Monday to Friday, 5 flexible hours per day**.

Some flexibility will occasionally be required to support funerals, major religious events or urgent operational matters. Time off in lieu may be agreed where appropriate.

Safeguarding

MCEC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. The successful applicant will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check and comply with all safeguarding and organisational policies and procedures.

TO APPLY: Please send a letter of application detailing how you meet the person specification PLUS your CV to enquiries@mcec.org.uk (Closing date: Midnight 19th July 2026)