



Manchester Law Society – Operations Manager

Job Description

Line Manager: CEO

Hours: Full-time, 35 hours per week. Occasional early mornings and evenings will be required.

Salary: £30,000–£33,000 per annum

About Manchester Law Society

Manchester Law Society is a not-for-profit voluntary membership organisation supporting the legal profession through events, member services, and thought leadership. The Operations Manager plays a central role in ensuring the Society meets member needs while remaining commercially sustainable.

This diverse position offers valuable experience across relationship management, public relations, budgeting, operational delivery, and community engagement within the legal sector. The role involves interacting with a wide range of stakeholders—from senior judges to aspiring legal professionals.

Key Outcomes

- Strengthen member engagement through timely, relevant communication.
- Support delivery of high-quality social and legal education events.
- Increase the Society's income to support long-term sustainability.
- Maintain accurate data and reporting aligned with organisational decision-making needs.
- Enhance and develop the Future Stars Programme, helping aspiring legal professionals enter the profession.

Responsibilities

Member Engagement & Communication

- Build and maintain strong relationships with Corporate Members to ensure they receive value and are encouraged to renew.
- Support Committees and Forums by attending meetings, contributing to event planning, and reporting outcomes to the wider team.
- Promote engagement through the Society's Committees and Forums, app, social media channels, and submissions to The Messenger.



- Assist the Events and Marketing Executive in producing the monthly magazine The Messenger.
- Produce and distribute the weekly e-newsletter and monthly Ambassadors' email.
- Create and deliver marketing campaigns to promote membership, the app, the events programme, and other MLS initiatives.

Events

- Support delivery of virtual and in-person events designed to generate income and provide value to members.
- Build and maintain relationships with speakers, sponsors, and partners.
- Collaborate with Committee and Forum experts to shape conference and event content.

Finance & Sales

- Work with the CEO to manage event sponsors, including those associated with the Manchester Legal Awards.
- Review suppliers with the CEO to ensure the Society receives cost-effective, high-quality services.
- Maintain accurate records through the CRM system.
- Support the Society Administrator in debt-chasing activities.
- Review monthly Management Accounts for accuracy.
- Assist auditors to ensure statutory accounts are accurate and submitted on time.
- Liaise with suppliers regarding operational issues and evolving requirements.

Future Stars Programme

- Design and deliver events for the Future Stars cohort of aspiring legal professionals.
- Promote the programme, support recruitment processes, and engage potential applicants.
- Match participants with suitable mentors from within the sector.

Measures of Success

- Increased attendance at events and Committee/Forum meetings.
- CRM and accounting data maintained to agreed standards.
- Events delivered within agreed timelines and budgets.
- Increased engagement with digital content.
- Strong retention of Corporate Members.
- Reduced levels of aged debtors.



Person Specification	Essential	Desirable
Knowledge and skills		
Able to communicate confidently with contacts and stakeholders at all levels	x	
Relationship management and development experience	x	
Data handling and reporting	x	
Experience of delivering excellent customer service and dealing with complaints	x	
Track record of successful project management and event planning	x	
Ability to create content across digital platforms (website, social media, press releases, articles, etc)	x	
High level of IT skills: including experience with Word, Excel, Outlook, WordPress, social media platforms	x	
Financial administration skills		x
Experience working with CMS and CRM systems		x
Behaviours		
Keen attention to detail	x	
Member-centric mindset	x	
Experience organising and prioritising own workload and that of others	x	
Adaptable with a problem-solving attitude	x	
Ability to work collaboratively with others	x	
Self-motivated and can demonstrate initiative	x	