

## Vacancy - Operations Manager - Full Time - New Role

The Scottish Canoe Association (SCA) excels in all of the activities covered by a Sports Governing Body. Details of our recent achievements can be found in the [SCA Annual Report 2017-2018](#). We pride ourselves on being well run and extremely innovative. We do all this through effective teamwork between our volunteers, staff, board, providers and clubs and through efficient use of technology and systems. In addition we are actively developing strategic partnerships to extend the reach and impact of our work in order to change lives through paddlesport.

The new role of Operations Manager will be at the heart of our organisation, managing our systems and coordinating our activities.

We seek an extremely capable individual to take on this new role. You will be an enthusiastic individual who can plan, manage and efficiently deliver many projects and tasks concurrently, with precision. You will be able to communicate and negotiate effectively with a wide variety of customers, members, partners and suppliers.

### Key Functions:

- To provide a consistent and high level of customer service to members, volunteers and staff
- To lead on operations including administering our membership system - Go Membership
- To lead on implementing systems and processes and ensure that we remain leading edge
- To support the management team on governance, IT, HR and administration

As Operations Manager you will be responsible for ensuring that our systems and processes remain effective, accurate, efficient and customer friendly. Strong communications skills, flexibility and attention to detail are key to working with members, volunteers, the public and external providers.

Together with other staff and volunteers you will help us grow the sport and our membership. A key part of this role is supporting the system that we use to manage SCA membership, events and clubs - 'Go Membership'. The successful candidate will be fluent and extremely capable in IT, particularly in the use of online databases, entry systems and websites. You will be able to demonstrate that you can manage your own work schedule and meet deadlines. Excellent influencing and communication skills and a focus on customer service and attention to detail are also essential in this role.

Annual salary for this post is £27-31k depending on experience. This is a full time role based in the SCA Office.

For an informal discussion please contact Andy Murray, Head of Coaching and Development on 07900 887007 or [andy.murray@canoescotland.org](mailto:andy.murray@canoescotland.org)

### Further information and online application.

- Applications close at noon **Thursday 17th January 2019**
- Interviews will be held in Edinburgh on **Friday 25th January 2019**
- Candidates invited for an interview will be notified by 5pm Monday 21st January 2019

SCA is committed to selecting staff solely on the basis of their ability to do the job for which they are being recruited, and welcomes applications from all sectors of the community. Applications are especially welcome from individuals within groups currently under-represented within the SCA staff, such as women, disabled people and those from black and minority ethnic communities.

The SCA is a proud partner of