

Job Description

Operations Manager

1. Job Purpose

To ensure the effective and efficient running of day to day SCA operations liaising with SCA staff, board members and volunteers to:-

- manage and coordinate SCA membership and support functions
- implement processes and procedures to ensure that the organisation operates efficiently
- ensure adherence to policies and accurate record keeping

2. Responsibilities

Membership and Services

1. Day to day operation of the Go Membership system - validating data, processing records, running reports, producing insights etc
2. Managing all operational aspects of the membership e.g. generating membership renewals, validating data, compiling monthly reports
3. Managing the PVG process for the SCA and affiliated clubs, reviewing data, following up to support clubs
4. Troubleshooting including online course authorisations and course results submissions
5. Providing general customer service via SCA office e.g. telephone enquiries
6. Ensuring services to our members and customers are delivered at the highest standards

Governance

1. Prepare, compile and distribute Board reports and papers
2. Ensuring adherence to statutory legislation and SCA policies e.g. Companies House, data protection
3. Create and implement policies where delegated to do so
4. Primary responsibility for SCA document revision and control

Systems

1. Providing first line support to members and clubs seeking support with Go Membership system or website
2. Managing and configuring SCA systems, services including: Go Membership, email, cloud storage, devices, time & attendance systems and associated licences and contracts
3. Maintaining systems and records to support GDPR compliance
4. ICT support to volunteers and staff including managing the G Suite accounts

Financial control

1. Support for and preparation of monthly management accounts
2. SAGE line 50 input, validating the synchronisation of financial transactions from Go Membership and preparation of SCA financial statements
3. Supply of relevant financial information for Directors, Staff and Committees
4. Supplier payments and Purchase Order management
5. Debtor management
6. Liaising with our payroll providers
7. Bank reconciliations
8. Ensure financial procedures are undertaken as per policy

Performance Programme Support

1. Provide operations and logistics support to the SCA Performance Programme such as booking of travel and accommodation for training camps and circulating communications to athletes and parents
2. Monitoring and managing athlete contributions to ensure accurate records and adherence to the payment schedule
3. Other ad hoc communication to athletes and parents as requested

Facilities and Equipment

1. Be the point of contact for key office services e.g. IT, office equipment
2. Manage the online system for campsite bookings
3. Maintain asset register for SCA equipment
4. Efficient use of office accommodation and development of the office to meet business needs

Operations

5. Ongoing development of systems, document records and communication methods
6. Management of contracts in line with agreed terms including reconciliation and authorisation of invoices
7. Providing administrative services and support for SCA activities
8. Assisting staff and volunteers with travel and accommodation arrangements where requested
9. Procurement of goods and services, ensuring value for money
10. Any other tasks as reasonably requested

3. Reporting:

Line Manager: Head of Coaching and Development