

**Person Specification
 SCA Operations Manager**

	Essential	Desirable
Qualifications And Attainments	<ul style="list-style-type: none"> ● Educated to Degree level or above or with exceptional equivalent experience 	<ul style="list-style-type: none"> ● Qualification in operations or project management ● Qualification in Sport Management
Work and Other Experience (in an employed or voluntary capacity)	<ul style="list-style-type: none"> ● At least 3 years proven management experience of people, finance, projects and events ● Experience of working in a customer focussed environment ● Experience of managing online systems 	<ul style="list-style-type: none"> ● Experience of working in a sport related environment or in the voluntary sector ●
Skills	<ul style="list-style-type: none"> ● Advanced IT skills, such as Google G Suite and databases ● Proven teamwork and decision making skills ● Highly numerate with an ability to analyse complex data ● Excellent influencing and communication skills: telephone, in-person and written ● Ability to develop and implement new procedures ● Ability to multi-task on a mixture of short and long term projects ● A keen attention to detail and commitment to continuous improvement 	<ul style="list-style-type: none"> ● Ability to keep concise and accurate records including recording detailed financial transactions ● Experience of 'G Suite' Google products ● Experience of 'Go Membership' membership management system, or other similar products ● Experience of SQL for data interrogation
Personal Qualities	<ul style="list-style-type: none"> ● Flexible and agile in thinking with the ability to analyse issues and creatively seek solutions ● Able to prioritise workload, make effective decisions under time pressure and meet deadlines ● Ability to deal with a varied workload whilst maintaining attention to detail and get things "right first time" ● Effective time manager; organised, numerate and with experience of working both on own initiative, and with colleagues, to meet targets. ● Enthusiastic, focussed, trustworthy, loyal and reliable ● Ability to take on responsibility and to complete objectives and achieve targets ● Proven ability to proactive, work with minimal direction and supervision and have a 'make it happen' attitude. 	<ul style="list-style-type: none"> ● Interest in and knowledge of sport or membership organisations