



Role Profile

Job Title:	Operations Manager
Reports to:	Chief Executive Officer
Reviewed	14/6/19

Accountabilities/Responsibilities	Key Performance Indicators	Skills & Experience
<ul style="list-style-type: none"> • Manage, analyse and improve organisational processes • Manage and support administrative staff, ancillary staff and volunteers • Prepare reports, attend and service meetings, including taking minutes, as required, ensuring that clear and precise documentation is produced. • Manage compliance with external audits e.g. PLCF/EFLT CCOP • Manage and maintain an accurate filing system. • Manage HR Processes including, recruitment, contracts, annual leave systems and staff policies. • Manage and develop fundraising activities including the City Foundation Lottery Scheme • Ensure policies and procedures are up to date. • Negotiate contracts and leases with suppliers • Handle all queries and request for information 	<ul style="list-style-type: none"> • Duties completed within agreed time frames, to accurately meet requirements and consistent with team policies. • Ensures the best use is made of technology to provide efficient and effective services to stakeholders and staff. • Participation is proactive and enthusiastic as a team member • Project support is timely, accurate and responsive to the needs of the team. • Needs of internal and external stakeholders are met. • Regular reports are provided on time to the quality required 	<p>Essential:</p> <ul style="list-style-type: none"> ▪ An energetic and enthusiastic outcome-focused attitude and approach. ▪ Excellent IT skills, including experience of using Word, Outlook, Excel and PowerPoint to produce letters, reports, spreadsheets, presentations etc ▪ Excellent problem solving skills and the ability to work on own initiative ▪ Ability to work accurately under pressure, to tight deadlines and prioritise accordingly ▪ Willingness to work flexibly, including at other sites when necessary, to meet the needs of the service.

Dimensions			
Based at:	Ashton Gate Stadium	Working with:	All trust staff & Trustees
		Salary Band:	£22k - £26k