

## Business Operations Manager

### FULL TIME & PERMANENT

(Part time applicants will be considered)

**SALARY: up to £30,000 pro rata,  
commensurate with experience**

### Job Description

Wild things! Is a successful and ambitious social enterprise, which is currently expanding its reach nationwide and as a result seeking to fill a new fulltime and permanent, senior management role.

This post will be responsible for the day-to-day running of the organisation with regards to business operations, finance, marketing and communications, administration, HR and personnel. The post will work alongside the Executive Director in driving forward the mission and vision of Wild things! as a leading organisation in the field of environmental education, conservation and health and wellbeing in the outdoors as determined by the Board of Directors.

The Business Operations Manager will attend and provide reports for the quarterly directors meetings of as well as line manage the non-Field work team (Finance Manager, Senior Administrator and Enterprise and Marketing Manager) whilst the Executive Director, Head of Education, Training and Conservation, will line manage the Field Work team and this post.

#### KEY AREAS OF RESPONSIBILITY:

- **Operations:** Day-to-day management of the charity's administration, finance, communications, fundraising and HR functions.
- **Compliance:** Ensuring grant compliance, effective project management and accurate measurement, evaluation and reporting of outcomes.
- **Business Development:** Working alongside the Executive Director, Head of Education and Conservation in implementing and managing the development of Wild things!

Carrying out any other duties as and when required in support of Wild things! goals and objectives.

**FURTHER DETAILS:****OPERATIONS: Estimated time spent on this area = 50%**

<b>Objectives</b>	<b>Samples of Tasks</b>
The effective administration of all programmes and the efficient day-to-day running of the office	<ul style="list-style-type: none"> <li>• Line management of administrator</li> <li>• Development and management of administrative procedures</li> <li>• Supervision of procedures for bookings, photo storage, feedback etc.</li> <li>• Facilitation of staff meetings, project meetings and Board Meetings</li> <li>• HR and Personnel management</li> </ul>
Maintaining financial accountability and stability	<ul style="list-style-type: none"> <li>• Line Management of Finance Manager</li> <li>• Oversight of accounts and budgeting procedures</li> <li>• Authorisation of project expenditure and project budgets</li> <li>• Input to fundraising applications and strategy</li> <li>• Optimisation of income generation from social enterprise programmes</li> </ul>
Maintaining and developing relationships with existing and new stakeholders.	<ul style="list-style-type: none"> <li>• Line management of the marketing and enterprise manager</li> <li>• Producing and distributing the Annual Review</li> <li>• Instigating and managing non-field work stakeholder communications, eg ASG groups, funding bodies, NCFE verification, etc.</li> <li>• Ensuring all marketing materials both digital and paper-based, are co-ordinated and comprehensive</li> <li>• Supervision of database management and maintenance to ensure that relationships with all stakeholders are recorded and co-ordinated</li> </ul>

**COMPLIANCY: Estimated time spent on this area = 35%**

<b>Objectives</b>	<b>Samples of Tasks</b>
100% Grant Compliancy	<ul style="list-style-type: none"> <li>• Ensuring that all grants are spent as per the agreed budget</li> <li>• Ensuring the Executive Director, Head of Education, Training and Conservation is aware of any necessary amendments to programmes that support greater grant compliance.</li> <li>• Co-ordinating input into professional, accurate and timely reports.</li> <li>• <u>Overseeing forms, communications, website details, logos etc. to ensure</u></li> </ul>
Effective Financial management of all projects	<ul style="list-style-type: none"> <li>• Contact with funding bodies and partners regarding non-field work project issues</li> <li>• Supervision of bookings and costings for projects to ensure best use of funds.</li> </ul>
Building and Maintenance of good relationships with funders	<ul style="list-style-type: none"> <li>• Communications with funders as required</li> <li>• Organising funder/ donor visits and meetings</li> <li>• Input into funding applications to ensure co-ordination with other communications</li> <li>• Implementing appropriate systems and procedures for the collection and collation of feedback and other evidence of the efficacy of programmes, including photographs, case studies and statistics.</li> </ul>

## STRATEGIC DEVELOPMENT: Estimated time spent on this area = 15%

Objectives	Samples of Tasks
Business Planning	<ul style="list-style-type: none"><li>• Work with the Executive Director to develop the charity's Business Plan and fundraising strategy</li><li>• Write up and maintain the Business Plan</li></ul>
Income Generation to enhance the charity's sustainability	<ul style="list-style-type: none"><li>• Development and implementation of strategies regarding income generation in collaboration with the Executive Director and Board of Trustees</li><li>• Building relationships with clients and potential clients for non-grant funded programmes</li></ul>
Effective Project management of new developments	<ul style="list-style-type: none"><li>• Investigate and report on licensing options for training courses</li><li>• Support Executive Director with feasibility studies for new projects (eg. Field Centre)</li><li>• Forming partnerships for the expansion of existing programmes.</li></ul>

## Person Specification

### Required skills and experience.

- Proven management experience.
- Proven financial management skills
- Degree level qualification
- The ability to collate, analyse and evaluate data effectively
- Outstanding organisation and methodological skills
- Excellent written and verbal communications skills
- Strong interpersonal and communication skills

### Desirable Skills and experience:

- A relevant business qualification
- Experience in a third sector organisation

### People qualities / competencies

- A 'can do' attitude with a committed and flexible approach to the needs of the job.
- Excellent problem-solving skills with the ability to show initiative and work to accurately to agreed deadlines.
- Honest, open and flexible approach to working as part of an effective team
- A collaborative working style
- An excitement to work as key member of a senior management team in a growing social enterprise

### Values

To have an empathy with the environment and the welfare of people.