



Operations & Business Development Manager

£25,800-29,400 - FT 37.5 hours

Job Description

Role Purpose

This role will utilise your strategic leadership as well as highly organised internal skills. Working closely with the CEO and senior staff, you will lead the development and implementation of the internal systems that support frontline team to fulfil their roles. By developing sound business processes, community development standards and partnerships, you will ensure Scran Academy is well positioned to deliver outcomes for our communities, funders and other partners.

Key responsibilities

- **Lead and maintain robust back-office functions:**
 - With the Chief Executive, develop and maintain a record of internal policies and procedures, including HR (annual leave, TOIL, sickness, Employee Handbook, wellbeing at work, induction), GDPR, technology usage and brand guidelines
 - Lead on internal impact measurement and data capture, including supporting evaluation and monitoring of our community work programmes – namely through our CRM database
 - Help ensure best practice for the recruitment, development and engagement of volunteers
 - Be a direct budget holder work around marketing, operations and back office
 - Ensure that all necessary and required administration is in place and operating correctly, and that Scran Academy complies with the legal obligations of charities and small employers, namely Disclosure Scotland and other statutory agencies.
 - Lead on the oversight and usage of the organisation's shared server and IT, currently using Microsoft 365 package
- **Ensure a proactive marketing and fundraising plan:**
 - Oversee the creation of a communications plan, including content for the website, social media and marketing materials such as newsletters and ad hoc content requests
 - Support the CEO to identify funding and programme opportunities, including helping draft compelling bids, capture evidence internally, lead on strategic funder relationships and help source external research
 - Manage the "hello@" mailbox and respond to general enquiries
 - Be the office point of contact for public, client, and external enquiries
- **Be a member of the Scran Academy Leadership Team (SALT):**
 - Attend and organise the agenda for team meetings, SALT meetings and other internal processes
 - Report to the Chief Executive on all activity, including helping report to Board of Trustees
 - Actively seek to represent and raise the profile of the organisation to external stakeholders
 - Identify training and CPD opportunities for yourself and others wherever possible

Person Specification

Criteria	Essential	Desirable
Qualification and Personal Development		
Management & Leadership		
Experience of operating effectively at a mid-management level in a relevant environment	X	
Ability to lead, motivate and manage a team of volunteers		X
Finance		
Experience in preparation, monitoring and/or management of budgets.	X	
Experience in writing funding bids/applications and constructing draft costings	X	
Administration		
Experience of developing and implementing policies and procedures to ensure effective organisational operation and development		X
Excellent IT skills and knowledge of Microsoft Office applications	X	
Experience of working to deadlines	X	
Experience of working with/ in support of CEO, senior management or Board of Trustees		X
Strong organisational skills with the ability to create and implement administrative systems and processes	X	
Marketing		
Experience in the development and implementation of communication plans		X
Ability to develop and maintain strategic relationships with funders, partner organisations and other external stakeholders	X	
Excellent oral and written communication skills with the ability to communicate effectively with a wide range of stakeholders	X	
Impact Measurement		
Skilled in collating, analysing and interpreting both qualitative and quantitative data	X	
Ability to learn and work with CRMs for data collection and interpretation	X	
Excellent attention to detail	X	
Other		
Eligible to join PVG Scheme Membership Scheme	X	
Ability to work independently and take responsibility	X	

Travel between work locations and to work evenings and weekends when required		X
Experience of working in a third sector organisation	X	
Experience of working within youth work or education organisation.		X
Experience of working with disadvantaged groups and/or young people.		X

To apply, please send both a Covering Letter and C.V to fiona@scranaacademy.com

Applications close at 5pm on Tuesday 29th of March with interviews being held on or around Tuesday 12th of April.