



OPERATIONS OFFICER

JOB OUTLINE AND PERSON SPECIFICATION

Post: Operations Officer

One year maternity cover

Reports to: Chief Executive

Place of work: Thistle Court, Thistle Street, Edinburgh. Some home working may be possible.

Salary: £30,000 - £35,000 pro rata depending on experience and qualifications.

Pension: Up to 10% employer contribution subject to matched contributions by the employee.

Hours: 4 days per week.

Holiday: 28 days per annum.

SCOTTISH SCHOOLS PIPES AND DRUMS TRUST

The Scottish Schools Pipes and Drums Trust is the national charity that helps introduce piping and drumming tuition to state schools, and supports the formation of school pipe bands. We provide cash grants, offer guidance, and lend bagpipes. The Trust also organises the Scottish Schools Pipe Band Championships, a national composition competition, and professional development for instructors.

The Trust was founded to help protect and expand Scotland's musical heritage, and also to give young people opportunities to develop a unique set of skills for life, learning and work. Pipe bands encourage teamwork, self-confidence, camaraderie, resilience and commitment, as well as a sense of discipline and dress.

Whilst there is some piping and drumming tuition for Scottish state school pupils, the vast majority of young people do not have the chance to learn. The Scottish Schools Pipes and Drums Trust is supporting projects in over 20 Local Education Authorities for over 2,300 pupils and is in the fortunate position of being able to expand its programmes. We partner a range of organisations that manage the delivery of tuition at a local or regional level – these include Local Education Authorities, Parent Councils, Schools, Community Pipe Bands, and voluntary Community Groups.

The Trust employs a small team of instructors and apprentices (most tutors in our projects are employed by third parties) and a small office team.

JOB DESCRIPTION

Overview

We are seeking a well organised individual with initiative, drive and commitment who is highly literate and numerate with a keen eye for detail, to cover one year of maternity leave. The role involves most areas of charity administration but not payroll or book-keeping. We are a small team and the post-holder will be responsible for the smooth running of the charity's operations, working closely with the Chief Executive, Finance Manager, Bagpipe Lending Service Coordinator and other contractors and staff. The role offers the post-holder experience of a wide range of activities that are required to run a successful and growing charity. There may be further job opportunities after the one-year period of maternity cover.

Administration

- The post-holder will be responsible for managing an efficient and smooth-running office that supports all aspects of the Trust's work, including day to day administration, to a high standard.
- Field telephone calls, email enquiries and letters, respond to enquiries or direct to appropriate contact as appropriate.
- Maintain an accurate and up-to-date filing system, on-line and in hard copy.
- Develop and maintain contacts database.
- Manage a range of digital tools including Office 365.
- Manage IT: access and equipment, resolution of IT issues (may require consultant engagement), organisation of anti-virus protection.
- Any other reasonable tasks to achieve the aims of the Trust.

Grants administration

Support the Chief Executive to manage the grants administration system, including;

- Circulate committee recommendations to Trustees;
- Receive and record Trustee responses;
- Issue and file grant agreements;
- Liaise with grant-holders over reports and payments, and schedule payments and reports.

Committee support

- Ensure the smooth servicing of SSPDT Committees.
- Liaise with Trust staff and associates.
- Schedule and service meetings, take meeting Minutes, and provide information or related tasks.

Finance & procurement

- Process and record donations, and correspond with donors. Monitor and update the online giving platform.
- Arrange insurances.
- Obtain competitive quotes.
- Place orders and liaise with suppliers.

- Responsible for timely collation and checking of documents, and provision of other accurate information required by the Finance Manager for Book-keeping and Payroll
- including; purchase invoices, credit card payments, expenses claims, time-sheets, and absence from work documents.

In collaboration with the Finance Manager:-

- Process purchase invoices and track related payments.
- Process bank payments including invoices, expenses, grant payments, payroll payments and more.
- Liaise with bank.
- Record and bank cash.

Human Resources and Policies

- Provide personnel with services that support them to carry out their roles effectively.
- Process time-sheets / employee expenses and pass on to Finance Manager in a timely manner.
- Organise inductions of new employees.
- Update or draft contracts as required – depending on experience.
- Collate, file and maintain personnel records.
- Management of Disclosure Scotland compliance.
- Management of Sickness and other absence processes.
- Monitor Policies and organise annual updates.
- Action Health and Safety according to policy.
- Liaise with the tutor team to assist with administration for holiday schools, trips and other ah-hoc events and/or tasks.
- Other tasks as required, such as organising employee/Trustee social meet-ups.

Project support including The Scottish Schools Pipe Band Championships

- Provide smooth and detailed organisational services to help deliver a successful event, including; mailouts and communications with guests and participants, manage the production of the event brochure including advertising, source exhibitors and sponsors, manage sponsor promises, organise insurances and First Aid cover, support adjudicators, oversee catering requirements, and organise the VIP Reception amongst other activities.
- Provide operations support for other projects as required.

The Instrument Lending Library

- Monitor the efficient running of the Instrument Lending Service, ensuring that loan awards, agreements, purchases, maintenance, dispatch, recall and reissue of instruments are in line with Trustee recommendations, and all documentation is processed appropriately.
- Oversee the maintenance and refurbishment of instruments where necessary, working with contractors and/or suppliers.

- Update an accurate Instrument Loan Register.
- Support the Bagpipe Lending Service Coordinator to issue, receive and file documentation including purchase orders, and loan award agreements.
- Liaise with recipients over instrument loan requirements including provision of recordings using instruments, recall and the timely return of instruments. Provide information to recipients including instrument sale prices.
- Monitor the use/need of instruments and the transfer between projects, particularly in regards to chanters and drumpads/sticks.
- Ensure the Finance Manager has access to accurate information, so that the Fixed Asset Register and other financial processing and records, as specified by the Finance Manager, can be processed.

PERSON SPECIFICATION

Essential	Desirable
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	
Degree Higher Maths Higher English	Administration or project management qualification.
RELEVANT EXPERIENCE	
At least two years of office-based experience in administration	Experience of piping and/or pipe band drumming/ pipe bands Experience of charity administration
SPECIAL KNOWLEDGE/ SKILLS	
Exceptional attention to detail. Excellent written communication skills. Excellent Microsoft Office skills Able to type accurately at speed Proven ability to work to deadlines, and to plan and prioritise effectively	Experience of organising events and/or competitions Experience of taking Minutes
PERSONAL QUALITIES	
Excellent organisational skills and highly efficient Exceptional attention to detail Innovative, resourceful, proactive and determined to achieve and succeed Works well both in a team and independently	

Confident and self-motivated	
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APPLICATIONS

Please send your CV and a covering letter outlining what you can bring to the post, and what you will gain from it, to info@sspdt.org.uk

Key dates: Closing date 20 November. Interviews w/c 4 December. Start date mid January or earlier.

If you would like to discuss the role, please email info@sspdt.org.uk