

# Social Enterprise Scotland



## Job Description

<b>Job Title:</b>	Operations Manager
<b>Responsible to:</b>	Deputy CEO
<b>Time requirement:</b>	5 days per week (35 hours total, including 1 hour dedicated to wellbeing).
<b>Salary:</b>	£38k - £40k per annum
<b>Location:</b>	Based in Edinburgh/Glasgow (remote/hybrid working may be considered), the post may involve travel throughout Scotland and the post holder may be required to work occasional evenings and weekends as required, for which, time off in lieu will be accrued.

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## **PURPOSE OF THE JOB**

The purpose of this job is to ensure the smooth running of SES through:

- Maintaining SES operating systems including finance records, accounts, human resources records, IT systems and Health and Safety
- Coordination and administration support to the SES Board
- Support to the Chief Executive and Deputy Chief Executive
- Events Management

## **PRINCIPLE DUTIES**

### **Finance**

- Act as the primary point of contact within SES for the maintenance of financial records including on-line banking systems, paying invoices & expense claims, processing salary and HMRC payments received from accountants, checking credit card statements, assisting with any changes in banking arrangements, grant funding claims administration, pension administration arrangements, membership invoices and petty cash records.
- Provide the main point of reference and contact for the external bookkeeper

- Support the Chief Executive and Treasurer in the review and application of financial regulations including the arrangements for delegated authority, accounting records, banking arrangements and year end procedures.

## **HR Support**

- Maintain staff Annual Leave, Sick Leave and TOIL records.
- Support the administration of staff recruitment processes and new staff induction programmes, liaising with other staff members as appropriate.

## **Governance Support**

Support the Chief Executive in the servicing of the SES Board and governance arrangements, including:

- Provision of the necessary administrative arrangements for Board meetings, Board Away Days and subgroups, organising AGM/EGMs and elections, including minute-taking as required.
- Maintain statutory provision and notifications including maintaining up-to-date SES Board Director details and filing the Confirmation Statement on the Companies House website on behalf of the Company Secretary.

## **Chief Executive and Deputy Chief Executive Support**

- Provide support to the Chief Executive and Deputy Chief Executive, including booking travel & accommodation, and making arrangements for meetings, conferences, events and visits.

## **Stakeholder Engagement Support**

- In collaboration with other colleagues, maintain up-to-date CRM
- Coordination and planning for high level logistics for annual flagship events
- Provide logistical support for events, including relationship management with contracted event management partners.

## **Administration and Event Management**

- Act as the anchor within the office and lead on premises management, including providing support where appropriate in dealings with contractors.

- Maintain office IT systems and equipment, contributing to the commissioning of and liaison with external support/contractors as required.
- Undertake general office administration e.g. post, filing, stationery supplies, arranging staff meetings, booking meeting rooms, dealing with general enquiries etc.
- Plan, coordinate, and execute events, ensuring all logistics, timelines, and budgets are adhered to.
- Collaborate with vendors, venues, and clients to ensure smooth event operations and successful outcomes.
- Oversee event setup, manage on-site staff, and troubleshoot any issues that arise during the event.
- Analyse event performance, gather feedback, and implement improvements for future events.

## **Person Specification**

### **Operations Manager**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b><u>Education / Training</u></b> <ul style="list-style-type: none"> <li>▪ Appropriate level of education/or experience</li> </ul>	E	
<b><u>Relevant Experience</u></b> <ul style="list-style-type: none"> <li>▪ Knowledge of IT operating systems development and maintenance</li> <li>▪ Good working knowledge of relevant IT packages</li> <li>▪ Knowledge of the social enterprise business model and operating environment</li> <li>▪ Experience of the roles and responsibilities of voluntary management committees or Boards</li> <li>▪ Knowledge of finance operating systems and reporting requirements, specifically Xero</li> <li>▪ Knowledge of events management</li> </ul>	E  E  E  E  E	D
<b><u>Skills &amp; Abilities</u></b> <ul style="list-style-type: none"> <li>▪ Excellent communication skills both verbal &amp; written</li> <li>▪ Ability to work as part of a team</li> <li>▪ Ability to work to deadlines</li> <li>▪ Attention to detail</li> <li>▪ Excellent interpersonal and relationship building skills</li> <li>▪ Flexible approach</li> </ul>	E E E E E E	

