**Job title: Operations Manager**

**Type of Contract: Permanent**

**Hours: Full time (up to 35 hours per week) Occasional evening or weekend work.**

**Salary band: £30,776 - £34,453 FTE**

**Benefits: 5% pension contribution, 28 + 6 days holiday allowance. Bonus scheme. Volunteer days. Cycle 2 work scheme. Gym & wellness subsidy. Employee assistance programme. Staff days out. CPD and Qualifications.**

**Responsible to: CEO**

**Work location: Office based. 2 Inverewe, Grampian road, Aviemore.**

**Main Purpose of the Job:**

The Operations Manager is a key role at Badenoch and Strathspey Community Connections (BSCC) which will ensure that all aspects of our business, service delivery, and operations are carried out successfully, efficiently, safely, and cost effectively. Reporting to and working closely with the CEO, this new role will be integral to ensuring the future success of the organisation. This will be a varied and exciting role that can be shaped and developed to the successful candidate’s skills, passion and experience. Training, mentoring and CPD will be provided internally and externally.

The role crosses several areas of our business, and over the next year, will take responsibility for the daily function of the office and support the development of the charity. It is a wide ranging, busy job with multiple priorities. Over the first 6 – 12 months, there will be a transition to line management responsibility to support the operations team. As such, we need someone who has strong people skills, is efficient, process minded and able to juggle competing demands. The role will be hands on and will also involve leading projects and working directly with our service users and volunteers.

The Operations Manager must be an excellent communicator and able to forge positive relationships with a wide variety of people, including ministers and service users, bringing staff and volunteers on board with new systems and processes, and helping grow and develop the charity for the future.

**Background**

In 1999 Badenoch and Strathspey Community Transport Company was created by and for the people of this area to provide accessible transport. In 2022, recognising that, through our transport provision, we were providing a wider range of services, we rebranded and changed our name. More recently, we have refreshed our purpose, vision and mission.

Our purpose is to strengthen our community by providing accessible transport and wellbeing opportunities. Our work is regularly recognised at a national level, most recently in June 2025 at the Scottish Transport Awards. The organisation is growing and developing at pace, with further opportunities in the years ahead, so it is an exciting time to get involved and help shape our development.

BSCC is supported by eight part time staff and circa 70 volunteers, who all care passionately about our community.

**KEY RESPONSIBILITIES**

**Business & Administration:** Work with the current office manager and towards the end of next year, transition to take on the effective running of the office. This will include maintaining and developing office systems, in consultation with the CEO and other staff as appropriate, in line with the needs of the service. Overseeing data management and the coordination of bookings for our car scheme, social activities and transport services. Working with staff to maintain and develop administrative policies and procedures.

**Finance:** To support staff and eventually, help oversee and review all financial systems. To ensure accurate day-to-day financial record-keeping and support the roll out of digital technology. Working closely with CEO and Finance Manager to develop and monitor the annual budget and prepare for year end. To support the CEO in funding applications and ongoing monitoring of funds including reports to funders.

**Information Communications and Technology:** Support staff to ensure that all IT and communications equipment, software, systems and services are maintained to a high standard through suitable support arrangements. Play an active role with Marketing and Communications, including helping to generate ideas and help manage social media platforms.

**Vehicle Management:** Support the vehicle manager to ensure that all vehicle maintenance and health checks are up to date and recorded. Help to ensure resources are in place to deal with any problematic issues which may arise, e.g. last-minute bookings, bus breakdowns. Help source bus drivers for events which are not covered by the regular minibus driver(s). In future, oversee the administration for all Minibus Driver Awareness Scheme (MiDAS) Training and work with staff to grow income generation opportunities.

**Facilities Management:** Work with the CEO and current office manager to oversee the management and development of the premises. With support from external consultant, maintain adequate and suitable health and safety systems and organise general maintenance. Where appropriate, to lead on the development and implementation of acquisition, alterations and improvements to BSCC’s premises.

**Staff & Volunteers:** Our people are our most precious resource. Provide support in the recruitment, management and administration of staff and volunteers, including their involvement in relevant development and training programmes. Take a phased approach over the first year, to manage and support direct reports.

**Policy Development:** Working with the CEO to maintain and develop organisational policies and procedures. Support with strategic development and operational plans.

**Governance:** Support the governance of the organisation as and when required, including safeguarding, health & safety, GDPR, board meetings and annual reporting.

**Project management:** A key focus of the first year will be to work with staff to develop, sense check and lead on specific projects and develop services to meet our outcomes. This includes working with the community to identify needs and exploring innovative ideas for service delivery.

**Other Duties:** To undertake any other duties or responsibilities which are commensurate with the post. This could include external meetings, networking, fundraising, and occasional presentations.

**Personal Specification:**

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| ***Essential*** | ***Desirable:*** |
| **Education/Professional Qualification** | |
| * Good general level of education to at least degree or equivalent level experience. | * Relevant professional qualifications or memberships. |
| **Career Experience** | |
| * Experience of working in or running an office environment in public/private/charity sector. * Financial administration including budgeting and management accounting. * Experience of recruiting, motivating and training staff and volunteers. * Community engagement experience inc working with vulnerable groups. * Project management and partnership working experience. | * Experience, or significant knowledge and understanding, of the voluntary sector and specifically community transport. * Experience with financial systems such as SAGE or other systems. * Management of facilities and vehicles, including Health & Safety. * Leadership of people, projects and policies. * Able to work at strategic and operational level |
| **Knowledge and Skills** | |
| * Excellent management, organisational and administrative skills. * Excellent interpersonal skills, with an ability to empathise and communicate effectively at all levels. * Excellent written communication skills. * Ability to prioritise, self-manage and deliver to deadlines. * Good attention to detail. * Good IT skills, especially Windows 11, Microsoft Office and Excel spreadsheets. * Knowledge of GDPR and data security issues. | * Experience of updating, adapting and drafting policy documentation. * Knowledge of Badenoch & Strathspey and the local health and/or transport sector. * H.R and succession planning experience. * Marketing and Comms experience and digitally savvy e.g CANVA & A.I. * Understanding of the role of OSCR and Companies House. * Knowledge and understanding of transport poverty, mental health and social impact. |
| **General** | |
| * Commitment to the ethos, values and vision of BSCC. * A proactive and solution focused approach. * Ability and availability to work occasional irregular hours when required. * Self-starter with proven ability to delegate, use good judgement and negotiation skills. * Volunteering experience. * A full, clean driving licence. | * A fast and self-motivated learner who can cope with occasional periods of pressure and manage sensitive situations. * A growth mindset, positive attitude and willingness to learn and develop. * Interest in the environment and the role that BSCC can play in making a positive change. * Interest/experience of green health & active travel. * Minibus driving experience / qualification. |

**Other:**

1. Maintain own professional expertise, including attending training as necessary, and play an active role with an annual appraisal.
2. Support staff meetings, away days and other similar staff events.
3. Undertake any other duties commensurate with the post as may be agreed with the CEO.

**General:**

1. It is in the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and if necessary to take on tasks which are not detailed in their job description.
2. Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
3. Occasionally, it will be necessary for the post-holder to travel to various locations throughout Scotland and in Badenoch & Strathspey including visiting service users in their own homes.
4. The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.
5. There is a 6-month probationary period.
6. This role is not eligible for sponsorship. Applicants require to have existing right to work in the UK.
7. Work as part of a team to the benefit of the charity and our community.

**Standard Clauses:**

* Equal Opportunities: The post-holder will be expected to adhere to the organisation’s Equal Opportunities Policy in all aspects of their work.
* Confidentiality: The post-holder will be expected to adhere to the organisation’s Confidentiality Policy at all times.
* Data Protection. The post-holder will ensure that the project adheres to Data Protection regulations and company procedures.
* Health & Safety at Work: The post-holder will be required to abide by the organisation’s Health & Safety Policy and the requirements of the Health and Safety at Work Act.
* Criminal Records Bureau Check: Confirmation of appointment to this post will be subject to a satisfactory PVG check.

**How to apply:**

Applicants should submit a CV (maximum of 3 pages) and a concise cover letter (around 1-2 pages) explaining why they would like to be considered for the position.

For more information about BSCC please visit our website: [www.bscc.scot](http://www.bscc.scot)

For an informal discussion, please contact Donald Hall – [Donald@bscx.co.uk](mailto:Donald@bscx.co.uk) Tel 07723 290948.

Please send your completed application to [Donald@bscx.co.uk](mailto:Donald@bscx.co.uk) by 12 noon Monday 22nd of September. Successful candidates will be invited for interview by Wednesday 24th September.

Interviews will be held in Aviemore over the 1st and 2nd of October.