



FOUNDATION

The Club's Official Charity

Job Description

Job Title:	Head of Business Operations
Reports to:	Foundation Director
Contract Term:	Permanent
Salary:	£36k - £40k (dependant on experience)

Job Purpose

Responsible for the operational excellence of the foundation to deliver outstanding impact and outcomes

Key Duties

The Head of Business Operations role sits within the Senior Leadership Team and will:

- Deputise for the Foundation Director
- Work closely with the Foundation Director and Senior Leadership Team to develop the foundations strategic aims & objectives
- Align operational delivery with the charity's mission and strategic objectives.
- Ensure that day-to-day operations are maintained to a high standard (Media & Communications, IT, Health & Safety, Facilities Management & Programme Delivery).
- Oversee the foundations fundraising strategy and performance in line with forecasted targets
- Drive operational excellence and innovation to enhance the foundations impact across Shropshire
- Support the programme delivery departments by providing an efficient and effective operational infrastructure.
- Lead and support operational teams, fostering a positive and inclusive culture.
- Manage recruitment, workforce development and performance.
- Oversee budgets, service level agreements and resource allocations
- Ensure compliance with safeguarding & data protection policies & procedures.
- Maintain risk management and reporting structures.
- Manage and maintain the foundations monitoring and evaluation functions
- Liaise with external partners & funders to ensure compliance with contractual and reporting obligations
- Identify new funding opportunities and submit bid applications
- Ensure that activities achieve targeted and positive outcomes for the foundations funding partners and stakeholders
- A commitment and adherence to Foundation values, policies, procedures, including safeguarding & EDI
- Any other duties deemed appropriate by the Foundation Director or Trustees



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Person Specification			
Education/Qualifications	Essential	Desirable	Measured
Degree/A Levels or equivalent		✓	Application
5 GCSEs (grade C or above) including Maths and English	✓		Application
Values & Behaviours			
Leading by example and acting with integrity	✓		Application/interview
Growth mindset, with a positive attitude towards innovation and impacting others	✓		Application/interview
Committed to the personal development of self and others	✓		Application/interview
Positive attitude to problem solving in all situations	✓		Application/interview
Knowledge, Skills and Experience			
Understanding of political, economic, social, technological, legal and environmental landscapes within the charity sector		✓	Application/interview
Previous experience of working within a Football club community organisation		✓	Application/interview
Delivering, measuring and communicating impact, preferably within the charity sector		✓	Application/interview
Embedding Risk Management frameworks		✓	Application/interview
Leadership and strategic planning	✓		Application/interview
Excellent communication skills – verbal, written, presentation and non-verbal	✓		Application/interview
The ability to inspire, coach, mentor and manage staff to achieve a high performing team	✓		Application/interview
Building a positive workforce culture and embedding values	✓		Application/interview
Facility development and operations	✓		Application/interview
Understanding of GDPR, Regulatory Reporting and Retention Policies	✓		Application/interview
Financial management and budget planning	✓		Application/interview



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Excellent planning and organisational skills	✓		Application/interview
Personal			
Current DBS	✓		Pre-employment Checks
Hold a valid driving licence and have access to own transport and business use insurance cover	✓		Application