The information provided in this Job Description is given to ensure that the post holder has the best opportunity of understanding what is required to be effective in the post. It is not intended to be prescriptive in every detail and it is expected that the post holder will be as positive and flexible as possible in using this as a framework.

**Job Description**

**Job Title:** Operations Manager  
**Accountable to:** Chief Executive  
**Responsible for:** 2-3 direct reports  
**Location:** Hammersmith, London  
**Status:** Full Time and Permanent (Band 5)

**The Position**

This is an important senior management position within an exciting and rapidly developing professional organisation. This role has a wide remit of responsibilities which, as well as supporting the Chief Executive, has specific responsibility for managing the delivery of the following areas of the business function through the executive team and through the Institute’s active member volunteers:

- Operational management
- Financial control

**Operational management**

Responsible for the day-to-day management of the office, ensuring the best utilisation of people and resources including:

- Direct line responsibility for several members of the team, including the Office Administrator, ensuring their performance is maximised through effective performance management and development.
- Recruitment, selection and induction of direct reports and contributes to same for other roles as required.
- Strategic oversight of IT systems, communications systems, website and CRM.
- Ensuring maintenance and servicing of the premises, facilities, IT equipment.
- Overseeing Health and Safety requirements; reviewing and updating policies and ensuring staff remain compliant.
- Overseeing the coordination of the Institute’s key projects.
- Reporting business performance to the Senior Management Team and the Board.
- Overseeing the appointment and management of casual resource when needed.

**Financial control**

Ensures accurate and effective administration of the Institute’s finances, accounts and VAT returns. In particular:

- Manages the relationship with the Institute's bookkeepers, auditors, bankers, investment managers, as required in order to manage the Institute's financial activities and when preparing the annual statutory accounts.
- Manages the preparation of the annual budget with input from the Hon Treasurer and Chief Executive.
- Authorises payments within agreed limits of authority.
- Manages expenditure in accordance with agreed financial policies.
• Monitors and reports financial performance information including a risk register as required to effectively inform the Chief Executive, Honorary Treasurer, Finance Committee and Board of Trustees.
• Prepares the draft Trustees’ Report for approval by the Board of Trustees.

Other duties
• Contributes to member relationship management.
• Manages the Nominations Committee and annual election process for the appointment of Trustees and Independent Assessor; issues formal notices to members for General Meetings.
• Contributes to the development of the strategic and business plans.
• Represents the Institute at external events and meetings as required.

See next page for person specification
Person Specification

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>1. Skills</td>
<td>Good communication skills, both written and verbal.</td>
<td>Skilled in use of Xero or a similar accounting package.</td>
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<td>Confidence to engage with individuals at all levels.</td>
<td>Project management skills.</td>
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<td>Proficient in main Microsoft Office package especially Excel, Word and Outlook.</td>
<td>Experience of creating management and financial reports.</td>
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<td>High level understanding of IT systems including CRM and CMS.</td>
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<td>2. Knowledge</td>
<td>Strong financial administration understanding including financial management and reporting.</td>
<td>Charity finances, governance and reporting (SORP and SOFA).</td>
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<td>A broad understanding of the activities of professional recognition bodies as it relates to science sector.</td>
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<td>3. Qualifications/training</td>
<td>Degree level qualification or equivalent experience.</td>
<td>Preferably qualified in business management</td>
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<td>4. Experience</td>
<td>Experience in general management of an office.</td>
<td>Experience working for a professional membership body – especially science or engineering.</td>
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<td>Experience managing people.</td>
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<td>Experience of managing financial processes.</td>
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<td>5. Other</td>
<td>Well organised and used to dealing with multiple priorities.</td>
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<td>Analytical and strategic thinker.</td>
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<td>Energetic and proactive.</td>
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