

Job Description for Business Operations Manager

Job Title:	Business Operations Manager
Salary:	£28,000 FTE (£16,800 pro rata) (reviewed annually)
Responsible to:	Co Chief Executive
Location:	Remote but eligible to work in the UK. Work from home and at a co-working space near where you live, or at Data Orchard office in Herefordshire. You will be required at face-to-face team gatherings every 6-8 weeks in different locations around the UK.
Contract:	0.6 FTE
Hours of Work:	21 hours per week, flexible working.
Contract Type:	12 month fixed-term with a view to permanent contract

Overall Purpose of Job

To ensure the smooth running of our social enterprise.

Specific responsibilities/duties

- Manage the onboarding and offboarding of clients (contracts, setting up communication and data sharing tools)
- Monitor and report on the status of contracts with clients, suppliers and associates
- Ensure key information systems are kept up to date with accurate and complete client and project data
- Manage requests for client feedback
- Manage the company's incoming enquiries and directing them as appropriate
- Oversee policies to ensure they are regularly reviewed and compliant
- Monitor employee time and leave
- Oversee arrangements for in-person team gatherings (wellbeing walks, AGM, socials)
- Contribute ideas towards improving how we run the company

Person Specification

ESSENTIAL CRITERIA

Knowledge and experience of business processes: knows about key business/organisational processes, has experience of working in small businesses.

Focused and organised: able to prioritise, self-manage and use own initiative. Meticulous attention to detail and methodical.

Digital tools: experienced in using a variety of digital tools, including Microsoft Word, Teams and Excel, CRM/databases. Able to adapt, explore and quickly learn new tools.

Working with others: approachable and friendly; assertive and persistent.

Communication: engages well and relates to people at all levels; able to communicate effectively from senior executives to administrators; able to communicate effectively, instructing verbally and in writing.

Resourceful: draws on inner resources and resilience in difficult situations; able to self-manage in a sometimes-pressurised environment; liaises effectively with colleagues to get things done as a key part of a small team.

Problem solving - takes a logical approach to analysing the facts of a situation; probing and enquiring with ability to develop workable solutions based on reasoned arguments and clear evidence.

Alignment with Data Orchard's values which are:

i) Collaboration: Cooperate, trust, listen, and communicate with team members, clients and partners.

ii) Respect: Carry out all responsibilities in accordance with Data Orchard's Equality and Diversity Policy. Show mutual respect and consideration for one another. Ensure peoples' diverse backgrounds, ideas and opinions can be heard.

iii) Openness: Contribute to a culture of trust and shared learning. Constructively challenge and be open to being challenged by others. Be inquisitive and receptive to discussion, new ideas and ways of doing things.

iv) Quality: Apply high standards of professionalism in the work we deliver to clients and how we interact with them, our colleagues and partners. Ensure our work meets legal and ethical standards and is quality assured.

v) Honesty: Be truthful and fair. Behave with integrity and objectivity. Take responsibility and keep promises.

DESIRABLE CRITERIA

Work experience: Experience in working/volunteering in the nonprofit/social sector.

Personal Development: committed to continuous personal development; able to identify learning and development needs, engage in self-directed study.

Qualifications: relevant qualifications in business administration, company management and operations.

General responsibilities for all staff

To support and promote Data Orchard's core values at all times:

- **Collaboration:** Cooperate, trust, listen, and communicate with team members, clients and partners.
- **Respect:** Carry out all responsibilities in accordance with Data Orchard's Equality and Diversity Policy. Show mutual respect and consideration for one-another. Ensure peoples' diverse backgrounds, ideas and opinions can be heard.
- **Openness:** To contribute to a culture of trust and shared learning. To constructively challenge and be open to being challenged by others. Be inquisitive and receptive to discussion, new ideas and ways of doing things.
- **Quality:** To apply high standards of professionalism in the work we deliver to clients and how we interact with them, our colleagues and partners. Ensure our work meets legal and ethical standards and is quality assured.
- **Honesty:** To be truthful and fair. To behave with integrity and objectivity. To take responsibility and keep promises.

Performance management: To actively participate in the organisation's performance management processes including probation, appraisals and work reviews.

Learning and development: To be responsible for identifying and undertake training and development activities as agreed with your line manager.

Health and safety: To ensure that all work is undertaken in accordance with and safety legislation rules and regulations. To follow procedures and be aware of matters that relate to the duties of the post.

Use of resources: To ensure value for money and best use of resources in the role and all activities related to Data Orchard.

Other: The post holder may be required to undertake other duties deemed appropriate for their role as directed by their line manager.

Working for Data Orchard

When you join Data Orchard, you will be able to access our Staff Handbook which gives details of policies and procedures. You will also have a statement of terms and conditions which apply to your job (your contract). This is a summary of the benefits of working here:

Pension

Data Orchard offers a staff pension scheme and if you join it, you will contribute 4% of your earnings (+1% from HMRC) and Data Orchard will match this with 4%. If you wish to contribute over and above this percentage, you may do but Data Orchard will not match this extra contribution. You can also opt into making pension contributions as a salary sacrifice (tax efficient).

Holidays

The holiday entitlement for full time employees is 33 days per year including bank and public holidays. Your holiday entitlement will be prorated to your hours of work. So for a 0.6 FTE part time role this will be 19.8 days per year. The holiday year runs from 1st April to 31st March.

Flexible Working

Data Orchard offers flexible working, such as compressed working week, home working, part time and job sharing. We are committed to supporting work life balance and well-being among our staff.

Probationary period

All new appointments are subject to a probationary period of 3 months. Unless stated otherwise in the terms and conditions.

Line management

Line management meetings will be regularly held every 4-6 weeks with an annual review.