



BAPRAS

British Association of Plastic
Reconstructive and Aesthetic Surgeons

Job Profile: Head of Operations

Role Summary:	<p>The Head of Operations will report to and work with the officers and trustees to set and deliver agreed strategies and operational duties to raise the profile of plastic surgeons. This will include:</p> <ul style="list-style-type: none">○ managing the day-to-day operation and project delivery of the organisation.○ effective team management and development.○ efficient coordination of committees, governance and member support & services
Scope of Role:	<p>Responsibility for budget planning and ensuring that activities are delivered to an agreed budget / profit & loss strategy.</p> <p>Line management responsibility for all team members except finance.</p>
Key Contacts:	<p>The post holder will be required to deal with people at all levels including; trustees, council members, members, employees and members of other professional associations, external providers and suppliers, and the general public. All members, colleagues and external contacts must be treated with respect and courtesy at all times.</p>

Key work areas:	Objectives & Outputs
Operational Management	<ul style="list-style-type: none"> • Support the Presidents and Councils to agree an appropriate team structure in accordance with statutory requirements and the best practice of relevant people management policies. • Manage all aspects of the coordination and support of team members including recruitment, development, motivation and dealing with issues. • Work collaboratively with colleagues to promote cross team working. • Lead the team in the delivery of all services to members ensuring that all times a very high level of customer service is achieved. • Contribute to sound financial planning and manage budgets, liaising with the Head of Finance and Honorary Treasurer as appropriate, to ensure operational plans are achieved on time and within financial targets. • Develop and maintain effective working relationships with trustees, council members, members, colleagues and where appropriate, other professional associations, external providers, suppliers, and the general public. • Develop industry links and networks to maximise sponsorship and other income opportunities. • Take the lead on developing best practice to ensure environmental sustainability across the organisation's operations. • General office management function including overseeing IT, building management, health and safety and HR function, with input from external support where necessary. • Act as GDPR data controller for the organisation. • Support the Board of Trustees and line manage staff member seconded to BFIRST, a charity for reconstructive surgery training overseas, which BAPRAS set up and continues to support

Systems Development/ Change Management	<ul style="list-style-type: none"> • Maintain, and where necessary, develop or implement new systems/products to meet organisation's needs • Ensure staff have sufficient training to utilise systems effectively
Governance	<ul style="list-style-type: none"> • Contribute to the strategic planning processes and develop and deliver action points arising from project plans including producing clear and objectively written reports to advise on solutions to a range of issues. • Be the lead contact for Board and Committee members, providing governance support and guidance as required to ensure the organisation complies with and exceeds best practice in respect of charity rules, company law, relevant guidelines and diversity. • Manage the organisation's governance arrangements, ensuring that an effective and robust governance framework of policies, procedures and controls are in place and are kept up to date. • Work with Trustees and other members to: <ul style="list-style-type: none"> ○ implement and develop the recruitment, election and induction of Trustees. ○ ensure board and committee members are aware of their accountabilities and responsibilities. ○ support Trustees in their roles including developing reviews and codes of practice. ○ ensure compliance with the Charities Commission and other reporting, statutory and other regulations. • Ensure the smooth conduct of business for meetings including: <ul style="list-style-type: none"> ○ producing high-quality agendas and papers. ○ attending, minute taking, recording and implementing action for all Board meetings. ○ ensuring key action points and decisions are identified, progressed and followed up.
Events	<ul style="list-style-type: none"> • Manage the successful planning and delivery of all events including the workload of other team members, to ensure decisions taken by Committees and Council regarding meetings and courses are implemented. • Work with committee and team members to review and develop the aims, quality targets and delivery of all events. • Ensure all events are delivered on time and to budget. • Where appropriate, attend and support the event

Membership	<ul style="list-style-type: none"> • Ensure that effective processes and procedures are in place to ensure the timely and accurate delivery and administration of member services and the processing of membership subscriptions. • Work with the Officers to ensure that services to members are developed to meet their need in order to ensure the continued growth of membership numbers.
Marketing and Comms	<ul style="list-style-type: none"> • Ensure the organisation connects with members, media and general public with meaningful, appropriate and effective communications that increase the awareness of the aims of the organisation and the benefits of membership. • Ensure opportunities to develop and implement the organisation's marketing, external communications and public relations strategies to ensure messages are consistent and coordinated across a range of audiences.
Other	<ul style="list-style-type: none"> • Answer the telephone and deal with queries from members of the public. • Carry out from time to time and as directed, any other duties as required in addition to the above that will be both reasonable and within your capabilities. • Ensure that at all times you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. • Being part of a small team, you will be required to be flexible and adaptive, taking on other tasks as necessary. • Act as spokesperson and advocate to represent the organisation and to build a network of relationships that will help to support and develop the organisation.

Key Skills and Experience

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Relevant experience of managing teams, budgets and producing reports 	<ul style="list-style-type: none"> • Experience of: <ul style="list-style-type: none"> • The charity or health sectors • Company secretarial and/or governance • Financial planning and management

Skills & Ability	<ul style="list-style-type: none"> • Self-starter capable of working with minimum supervision, showing initiative and creativity to solve problems • Ability to efficiently manage a demanding and challenging workload to meet deadlines • Excellent attention to detail • Excellent written, verbal and numerical skills to produce clear and objectively written reports and advise on complex issues. 	
Working with others	<ul style="list-style-type: none"> • A team player who is able to: <ul style="list-style-type: none"> • develop and sustain effective working relationships with colleagues, Trustees, members, other stakeholders and the general public. • work collaboratively and promote cross team working. • support colleagues in decision making. • communicate across all levels. • act professionally and with integrity at all times. 	