



## Operations Manager Job Description

### The Basics

Salary – £32,000 to £38,000

Reporting to – COO

Location – London office based with expectation to travel to regions and some flexibility to work from home

Hours – Full time 37.5 hours

### Job overview

The Operations Manager role is a new position to support our next growth phase. The role will manage the effective running of the charities day-to-day operations working across the organisation to ensure organisation efficiency. You will also play a central role in overseeing the delivery of parts of our services such as Career Taster Days and regional events.

This is a broad role, which requires a dynamic person who can lend their hand to support a wide range of projects. You will be an impeccable communicator and be on the forefront of continuous improvement.

### What the job involves

#### Infrastructure

- Manage the organisation's systems, procedures and policies to ensure organisational compliance and consistency.
- Responsible for managing the organisations tech (phones, laptops, tablets) ensuring everyone has what they need. Manage the external relationship with our IT provider and any other relevant stakeholders.
- Act as the Office Manager for our head office in London, and any future satellite offices.
- Responsible for maintaining the organisations CRM system including ensuring training and compliance to the team so that it is utilised effectively.
- Manage the review and improvement of systems, processes and policies.

# Dallaglio RugbyWorks

- Centrally oversee kit and equipment and relevant external stakeholder management and negotiation.

## Team

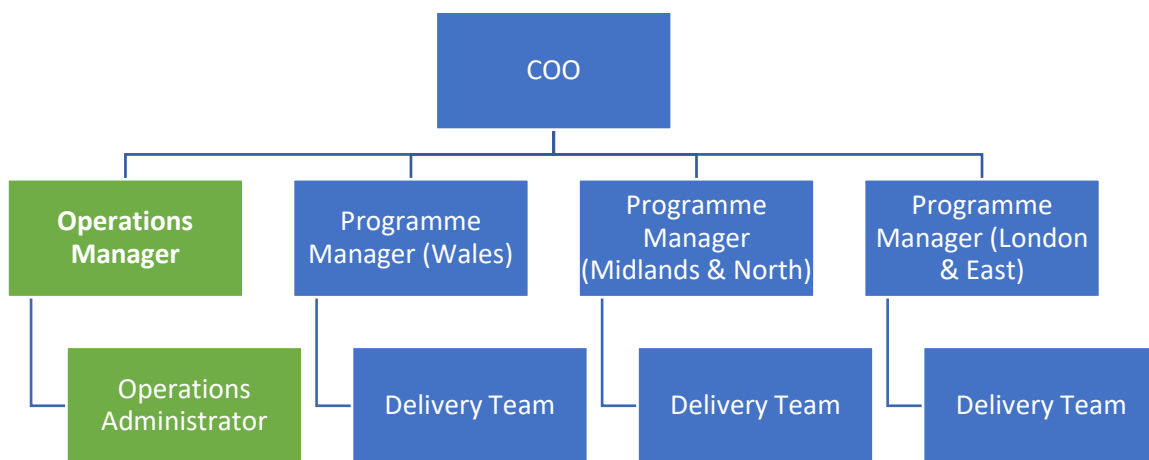
- With guidance from the COO, manage the day-to-day HR life cycle and functions, including recruitment, performance management, training, and development, to attract and retain top talent.
- Build an employer brand and employee experience that makes DRW the go to organisation in the sector that people want to work for.
- Accountable for the charities Single Central Register and our compliance with safer recruitment policies.
- Be the face of the organisation for new starters, leading on induction days to get them off to the best start.
- Responsible for delivering and maintaining the organisations training plan, including regular and one off training. Ensuring that everyone's training is up to date and records are kept.
- Lead on the planning and delivery of team days including full squad and other training days/away days etc.
- Line management of relevant people within your areas of responsibility, currently Operations Administrator.
- Be a regular management presence in the office, promoting a positive working environment that aligns with our playbook (values).
- Demonstrate best practice in following processes and support the whole team to do the same.

## Services

- Centrally oversee the planning and running of regional tournaments to ensure there is at least one tournament per region per year and that they are delivered safely.
- Represent the organisation at sector events and partnerships, promoting collaboration and networking.
- Oversee the ongoing maintenance and implementation of Player Profiles.
- Oversee any requests for work experience including developing engaging plans for work experience people that benefit them and DRW.

- Manage the relationships with external workshop delivery partners and the delivery of workshops.

Where you fit in



## Who you are

Experience:

Proven experience in operations management (or similar), preferably in the nonprofit sector.

Proficient understanding of the internal operations of running a relatively small, national charity and the challenges this brings.

Strong project management skills, with the ability to prioritise tasks, meet deadlines, and manage multiple projects simultaneously.

Excellent communication and interpersonal skills, with the ability to collaborate effectively across diverse teams and stakeholders.

Demonstrable experience with managing a team and supporting line reports to thrive.



An understanding of HR processes would be a bonus.

Attitude:

A doer who gets things done and doesn't just talk about it and understands that they will have to get stuck into whatever tasks are required.

Commitment to the mission of DRW, with a passion for making a positive impact on young peoples lives.

Alignment to our organisation values high energy, play as a team, future focused and tell it like it is.

## **Benefits**

25 days annual leave plus bank holidays, plus additional days the longer you work for us!

It's your future days.

Cycle Scheme.

Enhanced policies.

Opportunities to get free entry to our amazing events.

Ongoing training and support with opportunities for career development.

An autonomous working culture.