

## **bbodance Operations Manager – maternity cover 2017/18**

### **Job Description**

#### **Key Responsibilities include (but are not limited to):**

##### **Facilities**

- Providing the main point of contact for issues relating to facilities including site management, security, tenants, overseeing the practical elements of a new build unit, cleaning and maintenance
- Overseeing studio and facilities hire and the booking and invoicing systems in place

##### **HR**

- Overseeing the day to day HR issues in conjunction with an outsourced HR company, including coordinating and leading appraisals and maintaining records of leave
- Managing a team of Receptionists and Administrators to ensure that high levels of customer service are upheld throughout the organisation (currently 5 people)
- Chairing weekly staff team meetings

##### **Finance**

- Liaising with Head of Finance on payroll, contracts and pensions
- Providing back-up for processing banking and payment runs
- Overseeing the stationary and resources spending within the organisation (including utilities) in conjunction with the Head of Finance

##### **IT**

- Overseeing general IT infrastructure in the office and building as a whole – liaising with outsourced IT support and suppliers as necessary
- Overseeing the CRM and working with third party providers to support any issues that arise either in day to day management of the system or on projects to enhance the CRM
- Overseeing document storage, retention and retrieval (using SharePoint and Office365)

##### **Governance**

- Updating and maintaining Data Protection policies and standards
- Maintaining contingency plans in conjunction with the CEO
- Creating and maintaining policy and process documents within the organisation

##### **General**

- Creating Agendas and taking minutes at various meetings and committees, as required
- Coordinating Board and Management meeting schedules where necessary and ensuring catering and suitable resources are in place
- Providing administrative support to Events team when necessary
- Taking on the role of Designated Senior Person for Child Protection at bbodance (under guidance of external consultant)
- Processing DBS checks for staff and members through a third party site and company
- Being a First Aid contact for the organisation (training can be given if necessary)
- Upholding high levels of customer service across the organisation