

Role Description and Person Specification

Role title:	Operations Assistant, Paddle Scotland
Salary:	National Living Wage
Location:	Hybrid working, including travel across Scotland, as required
Reports to:	Operations Officer
Employment:	Part-time (18.5 hours per week), for a three-month period

Who are we?

Paddle Scotland is the Governing Body for paddlesport in Scotland and a founding member of Paddle UK. We are a membership organisation comprising 4,000 individual members including over 2,300 qualified coaches.

We have a network of affiliated clubs and delivery partners throughout Scotland offering a range of paddlesport disciplines.

What do we do?

Our eight delivery areas encompass the full range of activities, services and projects we deliver on behalf of members, partners and the wider community. We apply our approach to these Delivery Areas to help us achieve our vision and mission.

Our Delivery Areas are:

- Members, clubs, communities and organisations
- Recreational paddling
- Competition paddling
- Learning and development
- Safety, wellbeing and safeguarding
- Environment, access and facilities
- Grandtully Station Park
- Performance programme

What is the role?

Paddle Scotland is currently in a period of transition as we approach the end of our current *Paddlesport for All* strategy and look to build on our progress through the development of a new strategy that will outline our vision, mission and outcomes for the next four years.

As part of our strategic development process, we are reviewing our systems and processes and require short-term operational support to provide our small team of dedicated staff with the time to undertake this review.

The Operations Assistant will provide crucial administrative and logistical support to the Paddle Scotland team. The role is designed to ensure the smooth and efficient day-to-day running of operations, supporting the delivery of courses, programmes, and services aligned with the organisation's strategic goals.

The post is initially for a period of three months, and we are receptive to the discussion of alternative working arrangements. This post may also be extended following an assessment of our workforce requirements as part of our strategic review process.

Role Description

Operational Support and Delivery

- Work flexibly and collaboratively in a hybrid working environment.
- Ensure work is accurate, of high quality and to agreed timescales.
- Engage in a professional development programme and attend training opportunities, as agreed with the Operations Officer.
- Contribute to operational meetings and summarise activities for Board papers and reports, as required.

Course Administration

- Ensure qualifications and training requirements are verified according to Paddle Scotland systems and processes.
- Ensure adherence to organisational timeframes for the planning and delivery of courses and programmes.
- Contact course providers and participants in a professional and timely manner.

Systems and Equipment

- Undertake data entry, validating data, processing records, running reports, producing insights etc. across identified systems.
- Improve quality of database records.
- Suggest improvements to increase efficiency of systems and processes.

Events

- Support the staff team in the configuration and administration of events, processing event bookings, configuring the online booking system, sending communications and liaising with event organisers.
- Attend identified events, as appropriate.

Other

- Ensure Safeguarding & Wellbeing and Equality, Diversity and Inclusion are visibly supported and encouraged.
- Comply with all Paddle Scotland policies and ensure all activities are delivered safely, supported by the production of risk assessments/PVG checks, as appropriate.
- Travel across Scotland and overnight accommodation may be required as part of this role.

Person Specification

Area	Essential	Desirable
Qualifications and Attainments	<ul style="list-style-type: none"> • SQA National 5 or equivalent in English and Maths 	<ul style="list-style-type: none"> • Qualification in operations, IT or project management
Knowledge and Experience	<ul style="list-style-type: none"> • Ability to work as part of a team. • Digital dexterity in using online systems and maintaining accurate and consistent records. • A keen attention to detail and commitment to continuous improvement. • Numerate, with an ability to analyse data. • Ability to prioritise workload, make decisions under time pressure and meet deadlines. 	<ul style="list-style-type: none"> • Experience of Google Workspace products. • Experience of 'JustGo' membership management system, or other similar products. • Knowledge of or a keen interest in paddlesport. • Interest in and knowledge of sport, membership organisations.
Other	<ul style="list-style-type: none"> • Flexible approach to the role, which may include evenings and weekends. 	<ul style="list-style-type: none"> • Holds a driving licence with access to a car.