

**Person Specification  
SCA Operations Manager**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications And Attainments</b>	<ul style="list-style-type: none"> <li>● Educated to Degree level or above or with exceptional equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>● Qualification in operations or project management</li> <li>● Qualification in Sport Management</li> </ul>
<b>Work and Other Experience (in an employed or voluntary capacity)</b>	<ul style="list-style-type: none"> <li>● At least 3 years proven management experience of people, finance, systems and projects</li> <li>● Experience of working in a customer focussed environment</li> <li>● Experience of managing online systems</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of working in a sport related environment or in the voluntary sector</li> <li>● Experience managing adherence to statutory legislation. e.g safeguarding, data protection, companies house, equality, diversity and inclusion</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>● Advanced IT skills, such as managing systems</li> <li>● Proven teamwork and decision making skills</li> <li>● Highly numerate with an ability to analyse complex data</li> <li>● Excellent influencing and communication skills: telephone, in-person and written</li> <li>● Ability to develop and implement new procedures</li> <li>● Ability to multi task on a mixture of short and long term projects</li> <li>● A keen attention to detail and commitment to continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>● Ability to keep concise and accurate records including recording detailed financial transactions</li> <li>● Experience of 'Google Workspace' Google products</li> <li>● Experience of 'Go Membership' membership management system, or other similar products</li> <li>● Experience of SQL for data interrogation</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>● Flexible and agile in thinking with the ability to analyse issues and creatively seek solutions</li> <li>● Able to prioritise workload, make effective decisions under time pressure and meet deadlines</li> <li>● Ability to deal with a varied workload whilst maintaining attention to detail and get things "right first time"</li> <li>● Effective time manager; organised, numerate and with experience of working both on own initiative, and with colleagues, to meet targets.</li> <li>● Enthusiastic, focussed, trustworthy, loyal and reliable</li> <li>● Ability to take on responsibility and to complete objectives and achieve targets</li> <li>● Proven ability to be proactive, work with minimal direction and supervision and have a 'make it happen' attitude.</li> </ul>	<ul style="list-style-type: none"> <li>● Interest in and knowledge of sport or membership organisations</li> <li>● Interest in adventure activities and the outdoor environment</li> </ul>

