

## **JOB DESCRIPTION**

### **Business Operations Manager (Flexible, 3 days per week)**

#### **About Trustees Unlimited**

Trustees Unlimited was founded in 2009 on the belief that good governance strengthens civil society. We are a social purpose business, and a joint venture bringing together NCVO, Bates Wells and Russam.

Bates Wells is a law firm that specialises in the voluntary sector and wider social economy, NCVO is the principal organisation that champions the voluntary sector and volunteering by connecting, representing and supporting its members and Russam is a leading senior recruitment firm specialising in both interim and senior executive appointments with almost 40 years' experience.

Together, our mission is to promote and develop great governance across civil society. Trustees Unlimited is a founding UK B Corporation.

#### **Overview of the role**

Following a period of expansion, we are looking for a Business Operations Manager to support the Managing Director and work with the Operations & Marketing Executive to ensure the smooth running of the organisation. This will include ensuring all systems, processes and policies are in place and up to date.

In addition, the role will also include analysis to support the growth and expansion of the business and supporting the MD with client enquiries and putting together proposals.

### **Responsibilities include:**

#### **Operational**

- Ensuring appropriate use of our CRM system, including management of lists and permissions
- Ensuring all policies and procedures are in place, up to date and being adhered to
- Putting in place, reviewing and monitoring all contracts with clients and suppliers
- Leading on appropriate analysis and tracking of the diversity of the TU candidate database and applicants to roles, and presenting this information to the board and to prospective clients to demonstrate our commitment to, and delivery of diverse candidate applications
- Leading on ensuring that KPIs and management information is in place, up to date and being reviewed regularly by the MD and Board
- Ensuring the organisational risk register is up to date, monitored and presented to the Board regularly for review

## **Financial**

- Lead on budget management, taking responsibility for tracking income and expenditure and liaison with the finance manager to ensure up to date monthly management accounts are produced
- Work with the MD, finance manager and other colleagues to monitor income and ensure that debtors are actively chased to ensure smooth cash flow

## **Business development**

- Stakeholder and business development mapping & analysis
- Support for the Managing Director on proposal writing for new charity and corporate clients
- Keeping up to date and tracking the prospective client pipeline for TU and Step on board
- Respond to telephone and email enquiries from prospective and current clients, as necessary.

## **Knowledge, skills and experience required**

### **Knowledge**

- An understanding of the role and importance of charity governance
- Relevant work experience, formal training or a qualification that demonstrates analytical skills and budget/financial management
- Training in/a clear understanding of GDPR, data protection and CRM management

### **Skills**

- Highly IT literate, including in excel
- Excellent organisational skills
- Strong interpersonal and communication skills (written and verbal)
- Excellent attention to detail
- Self-starter: comfortable working alone, showing initiative, and knows when to bring in others when appropriate/necessary

### **Experience**

- Significant operational and/or project management experience
- Excellent analytical and report writing skills,
- Preparing, managing and monitoring budgets
- Confidence working with data and databases
- Dealing with a wide range of stakeholders including clients, board members and consultants