



HEAD OF OPERATIONS

Job Description

Status:	Full time Permanent
Remuneration:	£ Competitive
Department:	Operations
Responsible to:	Chief Executive
Direct Reports:	Finance Officer, IT Manager, Safeguarding & Ethics Manager, Receptionist/Office Assistant
Location:	Head Office, Milton Keynes

The English Table Tennis Association is the National Governing Body for table tennis in England. The ETTA has recently undertaken a complete review of its strategic direction including a significant restructure and governance review to align the organisation with new targets through to March 2017 and beyond. This will coincide with a re-branding exercise and a relocation of the Head Office function to Milton Keynes in March 2014. All these factors will signal a major change in the growth and development of Table Tennis in the years ahead.

Job Summary

The Head of Operations will be a key member of the Senior Management Team, with responsibility for managing all internal processes and systems to ensure delivery of the ETTA's strategy. In particular, the job holder is responsible for directing all matters relating to finance, human resources, policies and standards, legal matters and overall administration.

KEY RESPONSIBILITIES

- Develop financial strategy and budget for the ETTA for Board approval.
- Responsible for the operational delivery and budgeting for business operations of the ETTA
- Analyses finances and model scenarios in order to inform strategic decisions and day-to-day prioritisation of activities
- Develop, manage and monitor risk management policies and procedures
- Designs and implements talent management strategy to develop and retain a healthy effective workforce
- Responsible for HR matters
- Responsible for policies, procedures and standards
- Establishes and monitors employment policies ensuring best practice and compliance with all legal requirements
- Monitors compensation and benefits, recommending changes as appropriate
- Ensures NGB legal responsibilities are fulfilled, in particular in relation to Health & Safety and child protection
- Manages, with the CEO, governance process and processes including regular reporting to Sport England
- Sets and monitors the delivery of IT systems and processes for the ETTA ensuring data stability and protection and the development of new approaches and systems to maximise efficiency
- Support CEO in board management matters



PERSON SPECIFICATION/KEY SKILLS

Essential

- Graduate or graduate level
- Demonstrated ability in managing and motivating a multidisciplinary team
- Skills in financial modelling and analysis and able to translate this into strategy and improvement of financial performance
- Skills in risk management planning, monitoring and reporting
- Skills in talent management including succession planning and professional development
- Ability to manage IT projects and understand the design and specification requirements
- Experience of working on or with Boards
- Able to work strategically without close supervision whilst being a key and supportive member of the Senior Management Team
- Able to manage a heavy work programme, work to set priorities and achieve against targets
- An analytical, numerate and disciplined thinker who has the ability to think complex issues through and produce commercially sound judgments
- Excellent interpersonal skills include confidentiality, discretion and tact
- A committed and loyal individual, prepared to work the necessary hours
- Working knowledge of information technology and computer systems

Desirable

- Post graduate business or professional qualification
- Senior Management experience including finance, administration, HR
- Understanding of table tennis and sports landscape
- Experience of lottery and exchequer funding agencies and their systems
- Understanding of commercial landscape of sports industry
- Understanding of legal issues in sport

The ETTA is an equal opportunities employer. A copy of the policy can be found on the ETTA website

The ETTA is committed to the best standards of care of children and as such this role may require a satisfactory DBS check. A copy of the ETTA Child Protection Policy can be found on the ETTA website

November 2013