**Job Vacancy: Performance Operations Manager**

**Responsible to:** Chief Executive Officer

**Department:** High Performance

**Contract:** Fixed Term until 31st December 2022

**Location:**

The primary base for all staff is the National Centre for Bowling, Ayr. However, consideration will be given to remote working if this fits with the delivery of the business of the company.

**Job Purpose:** The Performance Operations Manager will ensure maximal implementation and development of all operations and management systems that support delivery of Bowls Scotland’s teams/squads delivering, European Champs, Atlantic Champs, World Championship and the Commonwealth Games cycle. This includes Men, Women’s and para players as well as support staff.

**Management responsibility:**

* Level of Budgetary Responsibility: Full programme investment
* Management responsibility for POM: 1 Para co-ordinator, 1 part-time coach and 6 programme support coaches.

**Programme resources available:**

* High Performance Coach advising delivery of the 8 direct reports
* Administrative support

**Key responsibilities:**

* To support the CEO in overviewing and reviewing the High Performance Programme and strategic plan and adhering to internal and external reporting requirements.
* To ensure that the operational systems, policies and practices reflect best practice, effectively underpin the operations of the Programme and are consistent with the strategic core values of Bowls Scotland (BS).
* Work with key stakeholders to ensure High Performance Programme meets the programme needs and provides high quality training environment to develop players.
* To ensure that competition schedules, including Major Championships, are planned, delivered and reviewed and are underpinned by effective logistical planning and implementation.
* To liaise with the CEO and other programme line managers to ensure that there is a system for delivering and monitoring individualised and aspirational development plans for all Programme staff.
* To liaise with the CEO to establish, manage and monitor the budget for the Programme and produce agreed financial reports for other stakeholders.
* To ensure that the Programme operations meet best practice in the areas of ethics, Anti-Doping, child protection, welfare, staff recruitment, player selection and induction and health and safety.
* To ensure that technical and organisational data and knowledge are captured and disseminated securely, legally and effectively.
* Be the key lead for the High Performance Group (HPG), through the CEO report to the Board and be a key HP lead on the BS internal management group. These roles will include ensuring that any specific decisions are communicated. Furthermore, manage the programme’s established groups’ meetings and ensure that internal communication between them and the whole programme is effective.
* To provide project management and operations support for specific improvement projects within the programme
* To provide Team Manager Duties at various events, where required. This may include, British International events, World Championships and Commonwealth Games.

**Knowledge & Experience:**

**Knowledge (Essential)**

* Experience of managing demands, pressure and the needs of a diverse team.
* Experience of delivering in a high performance system.
* Knowledge to develop strategic and collaborative style to work positively in partnership with differing key stakeholders.
* Strong organisational planning.
* Proven record in delivering in a high-performance environment.
* Proven experience of managing budgets and administering organisation policy.

**Experience (essential)**

* A background and recent experience of operating in performance sport and a thorough working knowledge of the current Scottish performance sporting landscape.
* Experience of developing and translating organisational strategies into clear and actionable operational plans.
* Experience of successfully managing relationships with key stakeholders to foster collaboration.
* Experience of working in a fast-paced environment where there is a high expectation of achievement.
* Experience of creating and managing budgets, ensuring that resources are allocated in pursuit of organisational objectives.
* Strong team player, flexibility to support other staff members within the organisation
* Excellent presentation, communication and influencing skills.
* Experiencing of delivering processes and projects, which includes multiple activities with different deadlines, work to set priorities and achieve against targets with finite resources
* High levels of IT literacy, particularly with Microsoft word and excel

**Desired:**

* Safeguarding Experience
* Experience working with Coaches and Athletes at Commonwealth Games level.
* Experience working with and within NGB/SGB’s
* Experience working at major sporting events
* Experience of working in a multi-disciplinary support team.
* Management of full and part time staff.

**Key Competencies:**

**Leadership**

* Articulates a vision that generates excitement, enthusiasm and commitment
* Accepts responsibility for decisions and actions, including difficult but necessary ones
* Demonstrates enthusiasm and energy for achieving business goals with a ‘can do’, ‘will do’ approach
* Leads understanding and adherence to the organisation’s processes, values and expected behaviours
* Encourages praise and recognition of success

**Judgement & Decisiveness**

* Takes timely, impartial decisions based on best available evidence and analysis
* Uses a structured approach to developing solutions and reaches decisions through reasoned analysis
* Evaluates the extent to which a decision has major implications for others
* Analyses a range of data, drawing conclusions based on that data
* Identifies opportunities to take measured risks and manages consequences

**Continuous Improvement**

* Contributes to and encourages innovation and generation of new ideas within their team
* Encourages team to generate and share ideas
* Offers new ideas and solutions to current challenges
* Tests new ideas with others
* Readily adopts new ways of working
* Works with others to ensure that changes are sustainable and are embedded into the team practice

**Planning & Organising**

* Contributes towards the development of the Corporate /Business Plan
* Translates the Corporate plan into strategies and action plans for their department
* Ensures that systems are implemented to monitor and evaluate progress and use of resources (e.g. Finance, Workforce Planning etc.)
* Uses appropriate planning against business goals to succeed in own role and provide direction for others.
* Explains the operational plans and plans aligned team objectives to ensure the best use of resources
* Takes responsibility for setting deadlines providing regular feedback on progress against the Plan to ensure there are no surprises
* Focuses and encourages others on delivering the Business/Operational Plans

**Results Focus**

* Ensures that the team are aware of and comply with health and safety requirements
* Leads delivery at a team level by setting clear goals and measures
* Empowers others to achieve and holds them accountable against the agreed goals and timescales
* Supports and guides to ensure that a target or goal is met
* Can work with the Business to agree priorities when facing conflicting agendas
* Creates a sense of urgency about results on a personal and team level

**Problem Solving**

* Is guided by organisational values and operating principles to help select possible approaches which may not align with established procedures
* Uses logic and analysis techniques to solve problems of increasing difficulty that impact across the organisation
* Quickly assimilates and makes sense of complex data, information, ideas and themes
* Coaches other to solve problems

**Working With Others**

* Promotes a team ethos across the organisation and is not limited by team boundaries
* Ensures the right people are involved at the right time
* Recognises or pre-empts any sources of conflict and assesses how best to manage situations, ensuring continued collaboration
* Builds a sense of team spirit, encouraging shared ownership of goals and deliverables
* Deals tactfully and confidently with people at all levels of the organisation (internally and externally) building collaborative relationships
* Values and draws upon the contributions, experiences and background of others
* Communicates openly and honestly with others
* Builds relationships to gain support and buy-in

**Performance Management**

* Manages day to day performance constructively, consistently, fairly and promptly
* Effectively balances the management of people, tasks and activities
* Actively eliminates barriers affecting or likely to affect personal, team or organisational performance
* Acts quickly and fairly to address poor performance
* Provides encouragement and regular feedback on performance
* Demonstrates the importance of performance management by agreeing SMART objectives with team members, monitoring performance, providing feedback and engaging in developmental discussions
* Quickly takes the appropriate action to deal with those who breach organisational standards and behavioural expectations
* Developing Self & Others
* Supports the achievements made within the demands of the role
* Helps people to learn from mistakes in support of a learning culture
* Selects the best method to meet the learning needs of the individual, coaching/supporting as appropriate
* Knows individuals’ strengths and weaknesses and allocates work to provide them with opportunities to develop and improve
* Seeks multiple ways to support their own development and that of their team
* Prioritises the learning and development needs of individuals and teams to meet the role requirements
* Undertakes continuous professional development to meet the needs of their role and to provide best practice service

**This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of work and will be amended in light of the changing needs of the organisation.**

**Additional Information**

Applicant must hold a full current driving licence and have access to a car. The postholder will be required to travel independently to meetings on a regular basis.

The role will require some evening and weekend work. There will be an expectation for travel nationally and internationally as and when required.

**Contract:**

Fixed Term until 31st December 2022 - on successful completion of a six-month probationary period from the date of employment.

**Salary:**

£40,000 per annum

**Contracted hours:**

37.5 hours per week

**Location:**

The primary base for all staff is the National Centre for Bowling, Ayr. However, consideration may be given to remote working within Scotland if this fits with the delivery of the business of the company.

**Holidays:**

The Employer’s holiday year runs from 1st January to 31st December inclusive. Your full-time entitlement to holiday would, in addition to 10 days public holidays, be 25 working days paid holiday in each year.

**Pension Scheme:**

You are entitled to contribute to a personal pension scheme of your choice provided that the pension scheme you choose is approved by the employer and any appropriate funding body. The governments’ auto-enrolment scheme will be available. More details will be made available at appointment stage.

**Expenses:**

You will be entitled to be reimbursed for all reasonable expenses properly incurred in the performance of your duties in accordance with Bowls Scotland’s Financial procedures.

**Application process:**

The closing date for applications **is 12:00 noon on Friday 24th January 2020**. Applications received after this time will not be considered.

Interviews will be held on Tuesday 4th/Wednesday 5th February 2020.

To apply for this role please fully complete:

* The application form
* Equal opportunities monitoring form
* Attach a current CV

Please return your application marked PRIVATE & CONFIDENTIAL to:

Jett Abernethy

Bowls Scotland

National Centre for Bowling

Hunters Avenue

Ayr

KA8 9AL

Or by email to: [jettabernethy@bowlsscotland.com](mailto:jettabernethy@bowlsscotland.com)

Telephone: 01292 294623