



BUSINESS OPERATIONS MANAGER

RECRUITMENT PACK

MAY - JUNE 2024



01292 294623



bowlsscotland.com



@Bowls Scotland

ABOUT US

Bowls Scotland is one of the biggest participation sports in Scotland with over 800 clubs and 50,000 members. We are seeking a leader who will be able to progress the organisation primarily in the area of governance and development. This is an excellent opportunity to work within an experienced team, where we will support you to grow and develop into the role.

As the national governing body for the sport of lawn bowls in Scotland, we are striving to promote the ultimate sport for all, a sport which can improve your physical and mental health as well as providing a community that welcomes all.

Our goal is to continue to deliver the sport that over 50,000 bowlers across Scotland love whilst working to innovate and develop our sport so that more people can take part and discover the benefits of bowls.

We want to challenge the perceptions and stereotypes, but also adhere to the tradition of our wonderful game whilst modernising our competitions and practices to welcome more people to play a sport that everyone can take part in.

Did you know..?

We increased the number of Bowls Scotland members by 0.6% from 49,695 to 50,012.

Did You Know..?

There are 425 TryBowls Clubs encouraging fun, safe, warm & welcoming club environments for everyone!

OUR VALUES

Teamwork
Inclusion
Integrity
Clarity
Ambition



ABOUT YOU

The successful candidate will be responsible for maintaining and increasing the efficiency of a business. We are looking for a talented leader who will exhibit operational leadership in a variety of departments — from governance and planning to overseeing the work of the highly motivated Development and Administration Teams. You will be responsible for managing quality assurance and co-ordinate the planning of delivery through the Annual Business Plan, among other things.

We are looking for a passionate, self-motivated individual who can manage multiple projects or a diverse workload in a fast-paced environment. You must be hard working and come with experience of managing and developing people as well as budgeting and policy implementation in a previous role. Strong organisational skills, attention to detail, and a sound knowledge and experience of Microsoft Office products including Word, Excel, and Outlook are essential for this role. Experience in customer relationship management systems would be an asset.

Bowls Scotland has a set of values, outlined within our Corporate Strategy and available on our website. We are committed to selecting staff based on their ability to do the job for which they are being recruited. We encourage applications from all sectors of the community and would particularly welcome applications from females and people with a disability, as underrepresented groups in the bowling workforce.



ABOUT THE ROLE

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| Job Title: | Business Operations Manager |
| Office Base(s): | The primary base of Bowls Scotland is the National Centre for Bowling in Ayr. However, Bowls Scotland operate a flexible working policy with a combination of working from home and either the office in Ayr or an agreed regional office. |
| Reports To: | Chief Executive Officer |
| Key Relationships: | <ul style="list-style-type: none">• Bowls Scotland Staff• Bowls Scotland Board• External Agencies and Partners• sportscotland• Clubs• Volunteers |
| Job Purpose: | The Business Operations Manager (BOM) ensures that key services are delivered to an appropriate standard and within agreed timescales. As a member of the Senior Management Team, the BOM is responsible for the delivery of agreed aspects of the sport whilst following Bowls Scotland's Strategy. |

General Responsibilities

- Promote Bowls Scotland both within and out with the work environment.
- Uphold the organisational values of Bowls Scotland.
- Draft reports and contribute to staff meetings as appropriate.
- Maintain knowledge and adhere to the published Bowls Scotland policies.
- Maintain own personal development records and ensure that interim review and annual appraisal documentation is signed off and lodged according to company policy and timescale.

The above job description will be subject to annual review to reflect the needs of the Bowls Scotland.



ABOUT THE ROLE

Key Responsibilities:

- Working in partnership with the CEO and Senior Management Team on strategy development and implementation, including leading the strategy consultation process, monitoring, reporting and delivering key parts of the strategic outcomes.
- Oversee sportscotland investment applications and reviews including presenting to the sportscotland investment panel on progress against agreed long term outcomes and annual targets.
- Deputise for the CEO as and when required.
- Working with the CEO and Finance Manager, ensure effective forecasting, budgeting, monitoring and reporting is in place.
- Coordinate Board meetings in partnership with the Chair and CEO, including producing board papers.
- Oversee daily operations, ensuring a high-quality service for members and partners.
- Lead on the delivery of specific processes, including:
 - Annual General Meeting
 - Annual Business Plan
 - Annual Report
 - KPMG Audit
 - Annual Affiliation process
- Lead support and manage the club development team, Equality, Inclusion and Welfare Manager and Membership Services team in the delivery of key strategic objectives and operational targets.
- Overview the implementation of the Equality Action Plan and Moving to Inclusion Framework.
- Overview the Safeguarding process and work with Children 1st on Safeguarding Standards.
- Work closely with BS partners and other stakeholders as necessary to ensure the efficient service provision.
- In partnership with the CEO and Lead Safeguarding Officer, handle discipline and welfare queries.
- Prepare reports as necessary.
- With the CEO review and where necessary improve existing performance management systems.
- Identify and address individuals and team training needs through personal development plans.
- Work with the CEO on issues related to human resources management.
- Represent BS on and off site with other SGB's and or stakeholders to share information, promote good practice and develop services and networks.
- Prepare data and documentation for specific management information, statistics and reports as requested.
- Overview and manage the Data Protection policy in accordance with all GDPR Legislation.
- Undertake any other duties appropriate to the post and in accordance with the needs of the organisation.
- Any other tasks requested by the CEO or Board.



HOW TO APPLY

For an informal discussion please contact Alan McMillan, CEO on 01292 294 623 or email info@bowlsscotland.com.

To apply, please send your CV, a covering letter with an indication of expectations on salary and the equal opportunities monitoring form to info@bowlsscotland.com marked Private and Confidential: Business Operations Manager.

Closing Date for Applications: 1200hrs 18th of June 2024

Interviews: the week of the 24th of June 2024

