

APPLICATION INFORMATION

POSITION	Operations Manager	ORGANISATIONS	The British Association of Plastic, Aesthetic and Reconstructive Surgeons (BAPRAS) and The British Foundation for International Reconstructive Surgery and Training (BFIRST)
Closing Date:	11.00am Thursday 19 March 2020	Interview Date:	Friday 27 March 2020

ABOUT THE ROLE

Operations Manager
£45,000 - £55,000 per annum
(depending on experience - pro rata for part time)
28 - 35 hours per week

This is a newly created role that has arisen due to the planned retirement of the current Head of Secretariat who is currently responsible for managing three organisations - BAPRAS, BFIRST and BSSH (The British Society for Surgery of the Hand). The decision has been taken to appoint two separate roles to manage the ongoing development of each organisation. The appointment of an **Operations Manager** is the first stage in the evolution of BAPRAS and BFIRST as they look to raise awareness of the breadth of plastic surgery, promote innovation in teaching, learning and research, working and training overseas, and increase understanding of the profession.

The **Operations Manager** will report to and work with the Officers and Trustees of BAPRAS and BFIRST to set and deliver agreed strategies and operational duties that will meet the aims of the organisations:

Raising the profile of plastic surgeons as an intrinsic element of care teams providing specialist care to patients with a wide range of conditions, and continuing our objective of advancing education and training. This will include:

- managing the day-to-day operation of the organisation.
- effective team management and development.
- efficient project delivery.
- offering support to all our members.

The role requires flexibility of working hours to meet the essential need to attend meetings and events which can be anywhere in the UK and may require overnight stays and / or weekend working.

ABOUT YOU

- You will be a self-starter capable of working with minimum supervision, with proven relevant experience of managing teams, budgets and demanding workloads.
- You must also be a team player able to work collaboratively and promote cross-team working as well as developing effective working relationships with colleagues, Trustees and members.
- The role will require excellent attention to detail as well as the skills necessary to produce clear and objectively written minutes, reports and proposals.
- As you will represent BAPRAS and BFIRST regularly at meetings and events, you will act professionally and with integrity at all times.
- Experience of the charity or health sectors, company secretarial matters, or governance are helpful but are not essential.
- It is essential that you are able to attend meetings and events anywhere in the UK and which may require overnight stays or weekend working.

HOW TO APPLY

Applications: To apply you must submit the following:

1. Covering letter - one A4 page that sets out what you can bring to the role.
2. CV - no more than two A4 pages that highlight your skills and experience that will enable you to deliver what is required to do the job.

Please contact us if you want if you want to submit your application or require any information in another format.

Application Process:

- Submit your application for the role before the closing date of 11.00am on Thursday 19 March 2020. Applications and enquiries should be emailed to jobs@personapm.co.uk. You will receive an email that will acknowledge the safe receipt of your application.
- Successful candidates will be contacted by phone to arrange to attend an interview in central London on Friday 27 March 2020.
- If you have not been contacted by this date it will mean that your application has not been successful.

Interviews:

Interviews will take place on Friday 27 March 2020 and will be held in the Royal College of Surgeons of England, 35-43 Lincoln's Inn Fields, London WC2A 3PE.

You will be interviewed by a panel of up to six people that will be made up of current employees, Trustees and an external advisor. You will be asked questions to establish your suitability for the role against the key deliverables, skills and experience as set out below.

As part of your interview you will be asked to deliver a presentation lasting for no more than 5 minutes on the following: "What would be your priorities during the first month in your new role."

The interview process is an opportunity for you to highlight your skills and experiences and to demonstrate how you meet the requirements of the job. We want you to give the best interview you can, so we suggest that you prepare by reading information on our website about governance, the Council, committees and the team.

If you require additional support (e.g. a signer) or if we can make any reasonable adjustments to help you before and/or during the interview, then please let us know via info@personapm.co.uk.

JOB PROFILE - KEY DELIVERABLES

Operational Management

- Support the Presidents and Councils to agree an appropriate team structure in accordance with statutory requirements and the best practice of relevant people management policies.
- Manage all aspects of the coordination and support of team members including recruitment, development, motivation and dealing with issues.
- Work collaboratively with colleagues to promote cross team working.
- Lead the team in the delivery of all services to members ensuring that all times a very high level of customer service is achieved.
- Contribute to sound financial planning and manage budgets, liaising with the Head of Finance and Honorary Treasurer as appropriate, to ensure operational plans are achieved on time and within financial targets.
- Develop and maintain effective working relationships with trustees, council members, members, colleagues and where appropriate, other professional associations, external providers, suppliers, and the general public.
- Develop industry links and networks to maximise sponsorship and other income opportunities.
- Take the lead on developing best practice to ensure environmental sustainability across the organisation's operations.

<p>Governance</p>	<ul style="list-style-type: none"> • Contribute to the strategic planning processes and develop and deliver action points arising from project plans including producing clear and objectively written reports to advise on solutions to a range of issues. • Be the lead contact for Board and Committee members, providing governance support and guidance as required to ensure the organisation complies with and exceeds best practice in respect of charity rules, company law, relevant guidelines and diversity. • Manage the organisation's governance arrangements, ensuring that an effective and robust governance framework of policies, procedures and controls are in place and are kept up to date. • Work with Trustees and other members to: <ul style="list-style-type: none"> • implement and develop the recruitment, election and induction of Trustees. • ensure board and committee members are aware of their accountabilities and responsibilities. • support Trustees in their roles including developing reviews and codes of practice. • ensure compliance with the Charities Commission and other reporting, statutory and other regulations. • Ensure the smooth conduct of business for meetings including: <ul style="list-style-type: none"> • producing high-quality agendas and papers. • attending, minute taking, recording and implementing action for all Board meetings. • ensuring key action points and decisions are identified, progressed and followed up.
<p>Events</p>	<ul style="list-style-type: none"> • Manage the successful planning and delivery of all events including the workload of other team members, to ensure decisions taken by Committees and Council regarding meetings and courses are implemented. • Work with committee and team members to review and develop the aims, quality targets and delivery of all events. • Ensure all events are delivered on time and to budget. • Where appropriate, attend and support the event.

Membership	<ul style="list-style-type: none"> • Ensure that effective processes and procedures are in place to ensure the timely and accurate delivery and administration of member services and the processing of membership subscriptions. • Work with the Officers to ensure that services to members are developed to meet their need in order to ensure the continued growth of membership numbers.
Marketing and Communications	<ul style="list-style-type: none"> • Ensure the organisation connects with members, media and general public with meaningful, appropriate and effective communications that increase the awareness of the aims of the organisation and the benefits of membership. • Ensure opportunities to develop and implement the organisation's marketing, external communications and public relations strategies to ensure messages are consistent and coordinated across a range of audiences.
Other	<ul style="list-style-type: none"> • Answer the telephone and deal with queries from members of the public. • Carry out from time to time and as directed, any other duties as required in addition to the above that will be both reasonable and within your capabilities. • Ensure that at all times you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. • Being part of a small team, you will be required to be flexible and adaptive, taking on other tasks as necessary. • Act as spokesperson and advocate to represent the organisation and to build a network of relationships that will help to support and develop the organisation.

JOB PROFILE - KEY SKILLS AND EXPERIENCE

Experience	<ul style="list-style-type: none">• Proven relevant experience of managing teams, budgets and producing reports.• Preferable experience of:<ul style="list-style-type: none">• the charity or health sectors.• company secretarial and / or governance.• financial planning and management.
Skills & Knowledge	<ul style="list-style-type: none">• A self-starter capable of working with minimum supervision, showing initiative and creativity to solve problems as well as the ability to efficiently manage a demanding and challenging workload to meet deadlines.• Excellent attention to detail with a thorough and methodical approach.• Excellent written, verbal and numerical skills to produce clear and objectively written reports and advise on complex issues.
Working with Others	<ul style="list-style-type: none">• A team player who is able to:<ul style="list-style-type: none">• develop and sustain effective working relationships with colleagues, Trustees, members, other stakeholders and the general public.• work collaboratively and promote cross team working.• support colleagues in decision making.• communicate across all levels.• act professionally and with integrity at all times.

OTHER INFORMATION

Benefits	<ul style="list-style-type: none">• 23 days holiday per year plus bank holidays and in addition the organisation is closed for four days over the Christmas / New Year period (pro rata for part time)• Pension - SAUL, University of London (Subject to employee contribution of 6% the employer will contribute 16%)• Life assurance• Private medical insurance• Interest free season ticket loan• Sick Pay• Flexible working and occasional working from home
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