

Rotherham United Community Sports Trust

JOB DESCRIPTION

Job Title	Operations and Quality Manager
Reports to	Head of Community
Department	Senior Management Team
Salary	TBC -Dependent on experience and qualifications
Hours	This is a full time role of 37.5 hours per week requiring flexibility to work some evenings, weekends and match days as required
Job Purpose	<p>To improve the operational systems, processes and policies in support of organisations mission - specifically, finances, quality, Staff CPD, management reporting, information flow and management, business process and organisational planning.</p> <p>To be fully accountable for supporting the operational running of the trust alongside the Head of Community</p>
Contract Details	<ul style="list-style-type: none"> • Full Time, Permanent • Auto-enrolment into the Club's pension scheme (depending on eligibility) • 28 days annual leave including national bank holidays

Role Accountabilities & Key Duties

1. Key Duties and Responsibilities

- To lead on all aspects of sports programmes for RUCST
- To develop and implement quality systems and reporting mechanisms for all areas of the trust
- To lead on strategic reporting of evidence based outcomes
- To lead the team of Sports Officers, Development and Outreach staff
- To oversee all direct reports related to relevant programmes inclusive of managing regular meetings setting SMART objectives
- To be fully accountable for all finances related to all named programmes within the theme, inclusive of fundraising, setting budgets and management of income and costs
- To be fully accountable for all quality assurance and all monitoring reports associated to the trust
- To lead on the strategic development of the theme supported by the Head of Community and Community Manager when required
- To lead on the continuous evaluation and development of all projects within the trust
- To represent RUCST at all internal and external meetings when required.
- To lead on the production of monthly theme reports and quarterly trustee reports
- To support the development of improved communications internally.

	<ul style="list-style-type: none"> • To lead on staff CPD Coordinate all RUCST’s courses, including selling and developing courses for delivery, ensuring all projects are on track to reach their targets, completing reports to stakeholders. • To set up community based activities for adults, children and young people in Rotherham and empower vulnerable adults and young people. • Monitor all projects as required by funding bodies including the use of views • Be responsible for the recruitment of participants where required. • Build and develop strong links with schools, community groups, key stakeholders and other relevant organisations. • Promotion of all projects. • Monitor and evaluate the all elements of the programme, ensuring data is up to date and accurate. • Produce statistical data as may be required by management or funding bodies. • To work closely with the Head of Community and community manager to develop new areas of delivery. • Work with individuals, communities, community organisations and schools in a planned way to promote the aims and objectives of the programme. • Attend meetings to exchange ideas and information and share good practice. • Make a positive contribution to the formulation and implementation of programmes. • Prepare and maintain materials for sessions. • To act as cover for all programmes at designated times, when required. • To perform other duties as reasonably assigned or under the authority of the senior management team. • To attend networks, meetings and events supporting partnership and sharing good practice • Attend training courses relevant to the role and maintain personal CPD • Carry out administration such as; registers, reports, retention and achievement data. • To work closely with colleagues throughout RUCST to extend knowledge and skills in order to identify best practice • To lead staff and programme of activities for assigned projects ensuring quality assurance, health and safety and safeguarding needs are met and adhered to.
<p>2. Person Specification</p>	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Ability to think clearly, creatively and imaginatively • Positive attitude and strong focus on teamwork • Ability to communicate with people from all backgrounds • Ability to build and maintain positive relationships with people • Focused on achievement, targets and continuous improvement • Demonstrate a high degree of flexibility and confidentiality



	<ul style="list-style-type: none"> • Capable of presenting information, orally and written • Have skills to plan, organise and present information • Ability to work under pressure and to tight deadlines • Ability to work on own initiative • Competent IT skills
3. <u>Managing Partnerships and Contracts</u>	<ul style="list-style-type: none"> • Maintain and build positive relationship with key partners and stakeholders; • Maintain and monitor funding received from contracts and report to Line Manager;
4. <u>Experience</u>	<ul style="list-style-type: none"> • Managing a large team of people • Managing large budgets and setting targets • Completing schemes of works and lesson plans • Developing innovative training sessions to inspire and engage • Managing high profile local and national relationships • Experience of working with new people • 2 years track record of working within the football, sport or health industry • Experience working with and engaging diverse communities
5. <u>Qualifications</u>	<ul style="list-style-type: none"> • Full driving licence and the use of a vehicle • FA Level 2 coaching badges • Basic First Aid training/qualification • Safeguarding certificate • PTTLS or level 3 award in Education and Training • A degree in Management and or HR
6. <u>Recruitment</u>	<ul style="list-style-type: none"> • Develop marketing activities/materials; • Develop and maintain relationship liaison with partners and feeder schools; • Attend recruitment events; • Contribute subject information for newsletter, website, match programmes and recruitment events as required; • Use resources available within the department to make recruitment as positive and successful as possible.



General Duties & Accountabilities

- To support RUCSE and Rotherham United FC in their aims and objectives at all times
- To ensure compliance with all relevant Club policies, including health and safety policies
- To ensure compliance with all relevant legal, regulatory, ethical and social requirements
- To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing RUCST and Rotherham United FC
- To keep confidential any information gained regarding the Charity, Club and its personnel
- To maintain a flexible approach to work at all times
- To undertake other duties and responsibilities as required from time to time
- Promote equal opportunities in recruitment, delivery and overall assessment
- Ensuring that all contact with and arrangements for students and their welfare is safeguarding and promoted
- Contribute to quality assurance within the curriculum delivered
- Act as a personal tutor to students; supporting them to achieve their goals and potential
- Contribute to the excellence of teaching and learning in the Btec sport groups

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in light of the changing needs of Rotherham United Community Sports Trust.

RUCST is committed to safeguarding and promoting welfare of children, young people and vulnerable adults, and expects all staff to share this commitment.

We are a diverse Trust that respects differences in race, disability, gender, faith background or personal circumstances we welcome all application. We want everyone to feel valued and included in the football community and to achieve their full potential. The trust is opposed to any discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate



Person Specification

Qualifications		Essential	Desirable
1	Appropriate degree in Sports management or HR		✓
2	Minibus driving licence		✓
3	Valid and Enhanced DBS (Disclosure & Barring Service) Check	✓	
4	Valid Safeguarding Training Certificate	✓	
Skills, Knowledge & Experience			
5	Knowledge, understanding and experience of leadership and management	✓	
6	An awareness of monitoring and evaluating large projects	✓	
7	Up to date knowledge of the national sports strategies	✓	
8	FA Level 2 Coaching in Football or Futsal Qualification		✓
9	Experience of using a range of teaching and learning strategies for whole classes, individuals and groups which stimulate, challenge, engage and motivate students	✓	
10	Knowledge of how to give positive and targeted support to participants who require special educational needs	✓	
11	Determination to encourage the highest quality of learning experience for all students	✓	
12	IT skills to include a high level of competence using Excel, Word, Access and PowerPoint skills	✓	
13	Excellent overall level of numeracy and literacy	✓	
14	Experience of Premier League, Football League or Sport England funded projects		✓
15	An understanding and knowledge of Rotherham United Community Sports Trust and the Education Academy		✓
Attitude/Behaviours			
16	A "can do" attitude	✓	
17	Presents solutions rather than problems	✓	
18	Ability to establish good and productive working relationships, and work well in a team	✓	
19	Innovative and flexible approach to supporting individual students		
Personal Qualities			
20	A dynamic, hardworking and enthusiastic individual	✓	

21	Be able to enthuse learning within a wide range of ages and abilities	✓	
22	Excellent interpersonal and communication skills	✓	
23	Proactive attitude within the role	✓	
24	Excellent written and analytical skills	✓	
25	Quality focus – takes responsibility for ensuring a high quality of delivery and planning	✓	
26	Highly organised and able to manage multiple tasks	✓	
27	Drive and energy – demonstrates enthusiasm and is personally committed towards education and learning	✓	
28	Self-development – is receptive to feedback about own behaviour, strengths and areas for improvement	✓	
29	Flexibility and willingness to learn	✓	
30	Ability to work calmly under pressure, effectively organise, prioritise workloads and to meet deadlines.	✓	
31	Ability to work unsupervised	✓	
32	Ability to respect confidentiality and professionally on particular issues	✓	

