



## Operations Manager

Job information	
Job Title	Operations Manager
Location	UK Wide. Depending on location either fully remote home-working, or hybrid working (home and office based) when close proximity to Sing Up's Gateshead office
Contract Type	Permanent
Hours of work	Full time (37.5 hours per week), generally within office hours. Occasional evening and weekend work, as well as travel and overnight stays away from home may be required.
Salary	£35,000 per annum

Position in organisation	
Department & Team	Operations
Reports to	Head of Operations
Works in conjunction with	Head of Operations, Operations Executive, Support Executive, other colleagues across the business

Overall purpose of the job
Contribute to the smooth running and development of the business through efficient and effective management and constant improvement of business systems, operational processes, and data. Assist in ensuring Sing Up is leading by example in terms of data protection, is compliant with data laws, and has high quality data available to inform business decision. Ensure efficient and effective business processes by providing IT support and office management.

Main duties and responsibilities
<ol style="list-style-type: none"><li>1. Systems and processes</li><li>2. Data management &amp; reporting</li><li>3. IT and office support</li><li>4. Other reasonable duties</li></ol> <p><b>1. Systems and processes</b></p> <ul style="list-style-type: none"><li>• Develop new and improve existing business process and connected systems in collaboration with the Head of Operations</li><li>• Ensure all systems function and are used appropriately, are maintained, improved, secure, and keep abreast with Sing Up's business requirements</li><li>• Manage logins and licenses, and maintain admin access to Sing Up systems and accounts to ensure central management and security of systems access</li><li>• Train and advise staff on using existing systems and processes</li><li>• Ensure highest level of data protection compliance of Sing Up's processes and systems and help staff understand and follow data protection practices</li></ul>

## **2. Data management & reporting**

- Work with colleagues and the Head of Operations to help understand the business data needs and help create appropriate reports or improve systems and/or data structures to accommodate relevant reporting
- Identify sources of data issues and develop resolutions
- Provide regular and ad hoc reports, following appropriate reporting schedules & processes
- Carry out the review and maintenance of various data sets, ad hoc and following appropriate data cleaning and maintenance schedules and processes
- Ensure colleagues involved in data processing are trained and equipped to carry out required duties
- Ensure appropriate and regular data backups are carried out, and manage and maintain data backup systems
- Support the Head of Operations in preparation of reports to SMT, CEO, and the Board
- Keep up to date with data protection policies and follow Sing Up's data protection practices

## **3. IT and office support**

- Be main point of contact for IT issues or queries, and provide resolutions or coordinate resolutions with IT Support provider
- Purchase, setup and maintain laptops, and other hardware and keep equipment log
- Provide regular staff training and keep staff informed on changes and updates to regulations, and processes to ensure most efficient use of software and hardware
- Ensure Health and Safety appropriate and efficient office maintenance is in place and be the main point of contact for staff and building management

## **4. Other reasonable duties**

- Assist the Head of Operation in the creation of web development briefs, implementation of web development projects, and QA
- Positively contribute to an organisational culture towards data protection that is leading by example
- Provide customer and finance support in staff absence
- Sing Up has a small team and sharing work flexibly across the team is part of the way we work. You will not be asked to undertake work that you do not have experience in without appropriate support or training.

### **Person specification**

#### **Essential knowledge, experience and skills**

- Demonstrable experience of successful setup and management of systems and processes
- Demonstrable experience of successful management of data structures and reporting
- Demonstrable experience in maintaining data sets of varying sizes
- Demonstrable experience in working with data insights and statistics and creating reports for stakeholders of varying seniority
- Thorough working knowledge of data protection legislations and practices
- Thorough understanding and experience in managing and maintaining an office, IT hardware and software, and communication systems
- Thorough working knowledge of Microsoft365 (including Microsoft365 administration, SharePoint, Teams, Excel, Word, Outlook)

- Excellent organisation skills, including project management
- Excellent problem-solving skills
- Exceptional attention to detail
- Creative thinker with a pleasant, helpful and proactive attitude to work
- Excellent negotiation skills
- Excellent people management and communication skills
- Ability to work on own initiative and as part of a team, and a commitment to collaboration

**Desirable knowledge, experience and skills**

- Demonstrable interest in the arts/music/education sectors
- Experience in working with school and education data
- Experience in providing staff training

We don't necessarily expect applicants to come with all these skills, knowledge and experience, but the willingness and aptitude to develop them is essential.

Please note that the successful applicant for this post may require a Disclosure Check – Enhanced Level with the Criminal Records Bureau. This is due to the fact that the post may have access to children. Further information is available from [www.disclosure.gov.uk](http://www.disclosure.gov.uk)

**Benefits**

- Generous annual leave entitlement of 25 days plus bank holidays. In addition, the Sing Up office is normally closed between Christmas and New Year, so, at the discretion of the CEO you will receive an additional number of days off during this period, which will not be taken from your leave allocation. All this can amount to around 38 days leave each year.
- Pension scheme, a great way to save for your retirement and allows you to benefit from employer contributions and tax advantages
- Life Assurance & Critical Illness scheme providing a varying lump sum benefit in the event of death, a diagnosis of a predefined critical condition which makes it impossible for you to continue work, a diagnosis of your child suffering from one of the insured illnesses
- Travel loan scheme to help you save on your travel costs when you are working from our Sing Up Gateshead office
- Flexible working, including flexi-time, TOIL, home-working, and more to support a healthy work-life balance, offering as much flexibility as possible considering the requirements of the role
- Professional development and learning where you will be supported in developing your skills and knowledge
- A supportive team and company who are deeply mission-driven and passionate about Sing Up's wider purpose. Find out more here: <https://www.singup.org/about-us>.