

Operations Coordinator Job Description

In September 2019, Bridge the Gap launched two brand new football communities on the south coast in Southampton and Portsmouth. Just over two years on, we have 13 locations across the UK. Our vision is to create football communities that build relationships, develop leaders, and transform lives. By 2025 our vision is to have 50 locations across the UK. Each member of our team plays a key role in contributing to our vision. Our mission is bigger than any individual task but together our work contributes to the bigger vision. As a Christian organisation our faith is an integral part of our working culture and as such it is a genuine occupational requirement for the post-holder to profess a Christian faith.

As the Operations Coordinator you will report to the CEO. This is an office based role based in the Southampton office, located at 135 St. Mary Street, Southampton SO14 1NX.

The purpose of the role is to assist the CEO in taking responsibility for the overall development, management and operational efficiency of Bridge the Gap.

Job profile	
Job title	Operations Coordinator
Team/Department	Operations
Reports to	CEO
Location	Saint Mary's Church Office, Southampton
Travel required	Occasional
Work pattern / hours	Full time 37.5 hours a week
DBS check required? (Yes/No)	Yes
Special conditions of employment	N/A
Date written/updated	13 th December 2021

Role context
The vision of Bridge the Gap is to be a football community building relationships, developing leaders and transforming lives. Each member of staff plays a key role in contributing to our vision. Our mission is bigger than any individual task but together our work contributes to the bigger picture. As a Christian organisation our faith is an integral part of our working culture.

Role purpose
To administer day to day operations, relating to events, finance, HR, governance and fundraising of the charity.

Key responsibilities

- BTG Events (25%):
 - Provide support to site leaders on event preparation
 - Plan and manage BTG Central events such as: BTG Annual tournament, staff weekend away, BTG Conference, BTG Fundraisers and summer festivals.
 - Compile risk assessments for events
 - Connect and negotiate with third parties (stadia, venues, and other suppliers)
 - Develop sponsorship packages
- Programme Operations (25%)
 - To manage initial contacts for expressions of interest from new churches and support churches including initial discussions and the onboarding process new partner churches.
 - Co-create an online platform for training and video resources
 - Ensure set up and training of Salesforce for all sites and to be the main point of contact with BookNow software.
 - Manage the relationship with Envista Branding for the supply of our equipment and branding.
- Finance (15%): Under the oversight of the Treasurer:
 - Oversee and manage the budget, adhering to BTG finance policies
 - Prepare monthly and quarterly reporting
 - Management of Xero with bookkeeping provider
 - Track all expenditure and income and liaise with treasurer as necessary
 - Oversee the process of claiming of gift aid and keep a log of donor activity
- HR (15%): With the support of the trustee responsible for HR
 - Ensure the organisation is fully compliant in safeguarding, health and safety, accessibility, insurance, data protection
 - Ensure the correct policies and procedures are in place and adhered to
 - Responsible for new team member inductions
 - Complete job descriptions and contracts
 - HR troubleshooting
- Governance (5%):
 - Arrange regular meetings of the trustees and finance committee, preparing agendas, papers and minutes.
 - Complete the relevant Charities Commission admin for the onboarding of new trustees for example.
 - Draft emails / letters from the trustees to relevant parties when required
- Fundraising (15%):
 - Research grants and trusts and co develop applications for suitable funding opportunities
 - Prepare reports to go to funders or donors on the impact of funds to date

- Report to CEO and board on status of funding pipeline
- To develop a depository of successful grant applications to inform future application making
- Develop and monitor outcome and impact measures to report back to funders.

This list is not exhaustive and the role will acquire other responsibilities as necessary.

Role dimensions	
Budget management (where relevant)	N/A
People management	N/A
Key relationships – internal	CEO, Treasurer, HR Specialist Trustee, Fundraising Specialist Trustee
Key relationships – external	Church Leader Partners, BTG Site Leaders, BTG Interns, Envista, Salesforce

Essential and desirable skills, knowledge and experience required for the job

Essential

- Polite, confident and servant hearted
- Ability to follow through on actions in an efficient timely manner
- Ability to juggle competing demands
- Project management skills
- Excellent communication skills both written and oral
- Proficient MS Word, Excel and PowerPoint skills
- Excellent organisational skills
- Self-motivated
- Flexible 'can-do' attitude
- Good interpersonal skills
- High attention to detail
- High level of confidentiality
- Budget management
- Highly numerate and literate
- Active member of a local church

Desirable

- Practical experience in working in a charity and a basic understanding of fundraising
- Experience in administration
- Some experience in dealing with budgets and finance
- Some experience in dealing with different suppliers and stakeholders
- Strategic thinker

Working environment

We have a fast paced working environment where we strive for excellence in everything we do. Our ethos is to be encouraging, grateful, gracious and professional and we endeavour to thread this through every part of the organisation and every interaction. It is an exciting and challenging place to work and is full of variety. We aim for a 'can-do' environment where innovation and creativity is encouraged alongside serving others. Staff community is warm and engaging with lifelong relationships being built.

Work expectations

- *Full time, Mon – Friday, 9:30-5:30*
- *25 days holiday per annum*
- *The role holder will need to be available to work key dates such as weekends away, annual tournaments, festivals, and occasional Sundays. Time off in-lieu will be given*
- *Attend staff meeting & prayer meetings*