

## **BUSINESS OPERATIONS OFFICER**

**Salary:** £27,000 (pro rata if part time)

**Role reports to:** Chief Executive Officer (CEO)

**Location:** Linley House, Dickinson Street (Off Portland Street), Manchester M1 4LF, with hybrid home-working options.

**Working pattern:** Full time or part-time (35-28 hours per week). Flexible options can be explored.

**About the role:** We are looking for an ambitious and creative Business Operations Officer to help Young Manchester grow in line with our vision: “to create a Manchester where every child and young person can shape their city and realise their full potential through vibrant, connected, and inclusive opportunities.”

You will be a key player in ensuring Young Manchester runs smoothly, supporting with our finances, administration and office management. You will work across the whole team and closely with the CEO and Board to ensure great record keeping and that our internal processes are being followed.

You will be proactive, organised, and passionate and enthusiastic in promoting and upholding the charity’s values. We are looking for a motivated individual with excellent communication and organisational skills who is also confident dealing with numbers.

There is ample scope for the right candidate to develop in this post and with Young Manchester.

### **How To Apply:**

The closing date for **applications is 9:00am on Wednesday 10th July 2024.**

**Please write a cover letter (no more than 2 A4 pages) outlining why you're applying for the role and use examples to show why you think you'd be a good fit, referencing the items listed in the Person Specification. Send this to [recruitment@youngmanchester.org](mailto:recruitment@youngmanchester.org) along with your CV and a completed Equality and Diversity monitoring form which you can [download on our website](#).**

Interviews will be held on the week commencing **15th July 2024.**

We would like the new Business Operations Officer to start as soon as possible after being confirmed in role but are happy to discuss this and explore start dates.

If you would like any more information, or an informal chat about Young Manchester and the role, please contact our current Business Operations Officer, Megan, at [m.powell@youngmanchester.org](mailto:m.powell@youngmanchester.org)

### **Main tasks and responsibilities**

- Support the development and implementation of systems and processes across the charity, including business operations and planning, HR, partnerships and grant making, finance and data management
- Support the CEO and Partnerships team in exercising appropriate financial controls, contributing to budgeting and business planning, working on spreadsheets
- Carry out a wide range of finance support functions including: raising invoices and purchase orders, dealing with procurement processes including arranging timely payment of invoices, grants, staff wages and expenses in accordance with Young Manchester's procedures
- Responsible for the charity's bookkeeping tasks, including: using Dext and Xero accounting software to reconcile the charity's transactions monthly and monitoring petty cash spend
- Ensure that the office runs smoothly and efficiently, ensuring all aspects of Young Manchester's work is supported through adequate resources (e.g. office supplies and equipment) and accurate information
- Provision of direct support to the CEO when required (diary management, preparation and distribution of materials for Young Manchester's Board, Finance and Risk Sub-Committee, planning and scheduling of meetings and minute-taking)
- Work with the team and external providers to support the wider work of the charity in engaging young people, partners and supporters through events, communications and fundraising activities.

- Oversee oral and written communication processes including managing telephone calls, emails and general enquiries
- Assist with drafting or formatting documents, liaising with team members and ensuring actions are recorded and carried out
- Manage systems and processes for the secure storage of data and compliance with data security requirements, monitoring progress and reporting risks
- Support with HR administration tasks, including: supporting recruitment processes, tracking leave and absence, preparation of trustee induction materials
- Attend meetings with stakeholders and partners, including young people, as a representative of Young Manchester
- Promote Young Manchester’s values on diversity, fairness, impartiality and access and lead by example

### Person Specification

<b>It is essential that you:</b>	<b>Why are we interested in this?</b>
Have commitment to the vision and values of the charity	All staff commit to our vision and values - it helps us work together and align our aims. In short, it helps us succeed.
Can work on your own initiative and as part of a team	Young Manchester work is fast-paced, and with a small team you need to be able to take initiative and be proactive both on your own and with the team.
Have great organisational skills	This role is varied and supports many different aspects of Young Manchester’s work. You must be able to organise your own workload, information and prioritise accordingly to meet deadlines.
Are highly numerate	A big part of this role revolves around dealing with financial transactions, including organising payments, creating purchase orders, raising and paying invoices, and monitoring the office’s petty cash spend.
Are willing and able to adapt and work within a developing system	Young Manchester is going through a period of change and growth, so systems and processes may adapt (and you may find the need to adapt them!). You should be comfortable with this.

A commitment to safeguarding and promoting the welfare of children and young people	This is core to our role as a youth charity. You must personally commit to this and ensure this is consistently carried out through your work.
Can confidently use the internet, computers, and specifically Microsoft office.	At Young Manchester, we support hybrid working, use Dropbox, Google Suite, Microsoft Office, as well as Zoom and many other digital applications to make our work more efficient. You should be comfortable using technology.

<b>It is desirable that you:</b>	<b>Why are we interested in this?</b>
Have some experience working in business operations, bookkeeping or admin	We are interested in recruiting someone who can ‘hit the ground running’ in this role, so some background and/or experience is desirable.
Have experience of using accounting software and Salesforce and/or another Customer Relationship Management (CRM) system or Grant Management System (GMS)	You will be using Dext and Xero to complete finance tasks daily. It would be helpful if you have experience of using Xero, or a similar application, as this will be a key part of your role. We use Salesforce for our grant management and member engagement. It would be helpful if you have experience of using Salesforce, or another similar application - as you will be a key user.