Job Description

JOB TITLE:	Business Operations Manager
SALARY:	Up to £28,000 FT PA (pro rata) depending on experience
HOURS:	21hrs (Flexibly), ideally over a minimum of 4 days a week
RESPONSIBLE TO:	Managing Director
LOCATION:	Home with the need to travel on occasion.
CONTRACT:	Permanent (P/T)

Job Summary:

The BDA is seeking an enthusiastic, highly organised, and proactive Business Operations Manager to provide essential operational, governance and administrative support across the organisation. This role will work closely with the Managing Director, Senior Management Team, working groups and the BDA Board to support the effective running of the organisation.

You will need excellent communication and customer service skills, with the ability to prioritise workload and meet deadlines. Strong administrative experience is essential, ideally gained working with staff, volunteers and, where possible, Board members. You should be confident working independently and as part of a small team, and willing to take an active role in supporting and coordinating projects and organisational initiatives.

Main Duties and Responsibilities

Support for the Team

1. Support the Managing Director and Board in fulfilling statutory and governance obligations, including annual Sport England self-assurance processes.
2. Coordinate staff training and development records, and secure storage of documentation.
3. Maintain the online Staff Handbook, ensuring compliance with HR best practice and employment legislation.
4. Maintain and monitor the policy review schedule, provide reminders, support research, and upload updated documents to relevant platforms.
5. Coordinate the annual staff survey and assist with summarising outcomes.
6. Provide administrative support including annual leave coordination, staff absence logging, training records, contract paperwork, and recruitment administration.
7. Act as the organisation's Privacy Officer, ensuring compliance with data protection requirements, supporting Subject Access Requests and reporting any necessary concerns to the ICO.
8. Manage and support the effective use of shared digital systems (currently SharePoint).
9. Support the Managing Director and SMT with diary planning, meeting arrangements, internal communication and meeting attendance where required.
10. Contribute to and coordinate cross-organisational projects, ensuring clear communication, planning and timely delivery.
11. Coordinate logistics for staff and team meetings, including travel and accommodation bookings where required.

Support for the Board

12. Coordinate and administer Board sub-committees including (but not limited to) Audit and Risk, Data & Insight, Equality, Diversity & Inclusion, and Strategic Development.
13. Provide in person administrative support for all Board meetings, including:

14. Booking venues or online arrangements
15. Requesting and collating meeting papers and circulating Board packs
16. Taking and distributing minutes
17. Act as the main contact for Companies House and ensure company information is accurate and up to date.
18. Maintain governance records and support the review and updating of the Board risk register.

Support for Stakeholders

19. Provide excellent customer service to internal and external stakeholders.
20. Respond to general enquiries and coordinate responses across the team.
21. Ensure the BDA website is kept up to date with all organisational policies and procedures and any other relevant information on the business.

Office & Systems Management

22. Manage supplier and service contracts (e.g., IT, software, insurance, and equipment) to ensure value for money and smooth operation of organisational systems.
23. Oversee shared digital systems and collaborative working platforms (e.g., SharePoint, Teams) to support efficient and consistent ways of working across the organisation.

Sustainability

24. Lead the operational roll-out of the BDA Sustainability Policy, embedding its commitments into the organisation's day-to-day working practices, systems and procurement.
25. Coordinate the roll-out of the approved Sustainability Guides to member NGBs, acting as the main operational point of contact and supporting NGBs to put the guidance into practice.
26. Collect, maintain and regularly update the BDA's sustainability data, tracking progress against the Policy's objectives.
27. Work closely with the Board's Sustainability Champion, preparing progress updates and reports for the Board and SMT.
28. Support the scheduled review of the Sustainability Policy and Guides, ensuring updated versions are communicated to staff and NGBs and published on the BDA website.

Financial Support

29. Support financial processes including invoice and expense coordination, working alongside the Finance Manager.

Person Specification

	Essential	Desirable
Experience	• Experience in a business administration or operational role • Diary/calendar coordination • Experience supporting staff teams and, where applicable, volunteers or board members.	• Experience in a sports administration setting • Understanding of equality, diversity & inclusion in sport • Understanding of environmental sustainability in sport or the workplace
Education & Training	• GCSE English (Grade C or equivalent) • Commitment to professional development • Competent IT skills (spreadsheets, databases, email, PowerPoint) • Understanding of basic data protection principles (e.g., GDPR) and the importance of confidentiality.	• Training or learning in equality, diversity and inclusion
Special Aptitudes	• Ability to work independently and as part of a team • Strong communication and interpersonal skills	• Track record of meeting targets

	• Ability to prioritise and work to deadlines • Flexible and able to adapt to changing needs • Ability and willingness to support and coordinate projects	
Other Considerations	• Willingness to work occasional evenings/weekends • Ability to travel independently across the country	• Full UK driving licence • Personal commitment to promoting sport and physical activity

Our Commitment to Equality, Diversity and Inclusion

The BDA is an equal opportunities employer and strives to create an inclusive culture where talent can flourish. We believe in the potential of everyone and open our doors to those who share those values. All appointments will be based on merit; however, we particularly encourage applications from women and people from ethnically diverse backgrounds so that we mirror the community we serve.

We are deeply committed to inclusive working practices, so during the application process we commit to:

- Paying for care and childcare whilst you are at interviews where these take place in person.
- Paying for your travel costs to the office and back for interviews held in person.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you'd like them.

If there is anything else you are concerned about or think we could provide, please let us know.