

Job Description:

Job Title	Head of Business Performance and Membership Services
Reports To	Director of Finance and Operations
Responsible For	Finance and Operations Officer ICT Systems Manager Membership Services Manager
Directorate	Finance and Operations
Pay Grade	G
Full / Part Time	Full Time
Hours Per Week	35

Role Purpose

This is a pivotal role responsible for the business critical operations across BASW, including management of Finance, IT, HR and payroll, Governance and Business Development.

Core Responsibilities:

Team Management:

1. To manage the finance and operations teams deliver their objectives in line with the BASW business plan, vision, aims and strategy.
2. To be the main point of contact for external HR, ensuring BASW retains a best in practice HR function and support for all staff.

Business Performance:

3. Production of monthly management accounts
4. Establishment and monthly reporting of KPIs across BASW
5. Oversee the preparation and finalisation of the organisation's annual budget, ensuring alignment with strategic goals and compliance with regulatory requirements.
6. Maintain Financial Planning and Analysis models to simulate potential scenarios around membership flows and other performance drivers
7. Fostering a culture of continuous improvement
8. Working closely with senior management and key stakeholders to ensure alignment on performance initiatives.
9. Provide clear and actionable insights to performance gaps and opportunities.

Operations:

10. Ensure all insurance policies are adequate and value for money.
11. To support the ICT Systems Manager in increasing the IT and system literacy of all members of BASW staff.
12. To support the ICT System Manager in the review and further development of the CRM system, ensuring this is fully embedded into day to day operations.

13. To support the Financial and Operations officer to ensure optimum performance within their role.
14. Negotiate contracts and manage relationships with vendors, suppliers and external partners to ensure favourable terms, value for money and uninterrupted supply.
15. Maintain the BASW wide contracts register.
16. Maintain the BASW wide risk register.
17. Ensure monthly system interface reconciliations are completed with all reconciling differences identified and rectified.
18. To be the main point of contact for Committee Chairs in regard to agendas and key communications.
19. To ensure all policies, procedures and processes are suitably reviewed, updated and enforced at all time across the organisation.

Membership Services:

20. To develop Membership Reporting which supports Marketing and Financial activities.
21. To support the Membership Services Manager to develop recruitment and retention strategies
22. To understand the membership offer and ensure it aligns closely to the needs and preferences of the market.
23. To support the CEO, Director of Comms, Marketing and Branding and the Head of Professional Practice with the delivery of events, training courses and other networking opportunities.
24. To identify areas for business and revenue diversification, with a view to promoting and increasing membership numbers and benefits.
25. To drive growth initiatives through business planning, scenario analysis and project planning.
26. To monitor business performance, both through financial and non financial data, delivering monthly performance reports to the CEO and Executive, ensuring trends are identified and communicated, opportunities maximised and risks mitigated.

Other:

27. Be the DPO for the organisation, ensuring compliance with data protection requirements across the business.
28. To use a range of IT and software applications to a professional standard including MS Word, Excel, Teams, Outlook, PowerPoint and BASW's website and customer relations management system, with ability to learn additional office IT systems/functions quickly, as required.
29. To work under own initiative and delegated responsibilities as required and able to work collaboratively, creatively and effectively with teams and colleagues across the association and externally, contributing ideas and solutions to collective efforts.
30. To undertake additional duties commensurate with grade, role and capacity, as appropriate, within a managed overall workload.

Person Specification:

Criteria	Essential	Desirable	How Identified
Qualifications / Education			
Qualified Accountant (ACA, ACCA or equivalent)	☐	✓	Application
Degree in relevant subject	✓ ☐	☐	Application
Experience			
Divisional / Directorate performance management experience	✓ ☐		Application / Interview
Experience producing business cases / executive papers	✓ ☐		Application / Interview
Contract Management experience	✓ ☐		Application / Interview
Experience presenting complex information to senior stakeholders	✓		Application / Interview
Experience of working in a membership organisation		✓	Application / Interview
Skills / Knowledge / Abilities			
Excellent verbal communication skills and customer service skills	✓		Application / Interview
Good understand of membership systems and databases	✓		Application / Interview
Strong leadership and team management skills	✓		Application / Interview
Working understanding of GDPR and ensuring safeguarding of data in line with GDPR rules	✓		Application / Interview
Good problem-solving skills and able to see more than one way around obstacles	✓		Application / Interview
Excellent verbal communication skills	✓		Interview
Customer service excellence techniques	✓		Interview
Personal Qualities			
Flexible and team-oriented	✓		Interview
Up-beat, positive and enthusiastic	✓		Interview
Goal-oriented, has the perseverance and determination to succeed	✓		Interview
Able to work through long lists of repetitive tasks with enthusiasm and a high level of quality	✓		Interview
Willing to work flexibly and adjust work schedules to achieve improved results	✓		Interview
Ability to properly handle sensitive data	✓		Interview
Able to achieve agreed targets within deadlines	✓		Interview

Equal Opportunities			
Full commitment to promoting Equal Opportunities	✓		Interview
Health and Safety			
Full commitment to promoting the highest standards of Health & Safety performance	✓		Interview