

**Title** Director of Business Operations  
**Team** Senior Leadership Team  
**Manager** Chief Executive Officer



## ABOUT BUCS

For over 100 years British Universities and Colleges Sport (BUCS) has been at the forefront of university sport in the United Kingdom.

Our ambition is to deliver exceptional student sporting experiences that inspire, develop and unite.

BUCS works with its member institutions to get more students active more often, through traditional competitive sport and providing physical activity opportunities.

By joining us, you will be a part of a vibrant and inclusive community, working to inspire and engage students across the nation.

## JOB DESCRIPTION

### Main Purpose

The Director of Business Operations is responsible for ensuring the efficient, effective, compliant and ethical delivery of the BUCS operations.

This includes the leadership of the BUCS financial reporting and strategy, risk and assurance framework, and data protection requirements. The Director of Business Operations will have oversight of corporate governance and HR, and IT and cyber security.

Responsible for driving organisational efficiencies, the Director will drive the ongoing review of BUCS' ways of working covering sports delivery, and organisational overheads to include business systems, premises and wider assets.

As part of the Senior Leadership Team, the Director will ensure clear operational plans are in place for all teams aligned to strategy targets, with implementation of these driven through their direct reports.

The Director will provide leadership alongside fellow senior leaders to ensure clear operational plans are in place for all teams aligned to strategy targets, with implementation of these driven through the members of the Management Team. To assist in the development of a mid-long term business plan and associated policies with corporate governance that underpin the delivery of the BUCS strategy and provide stability for the organisation to fulfil its vision and mission.

### Main duties and responsibilities

- As a member of the Senior Leadership Team, bring leadership to BUCS that reflects the organisation's value of inclusiveness, respectfulness, dynamism and innovation, and drive the performance of colleagues and others to lead to strong outcomes against our objectives relating to participant value, member value, and organisational health.
- Embed BUCS principles of sustainable and strong governance and behaviours throughout, including Equity, Equality, Diversity and Inclusion, Safeguarding, Environmental Sustainability, and ethical practices and considerations regarding income generation and management of expenditure.
- Drive the professional development of your direct reports and ensure high performance of staff through the implementation of BUCS staff objectives and review processes, aligned with organisational success measures.

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- Ensure that progression of BUCS's business operations strategy drives increased efficiency and effectiveness of resources, financial and time-based – for our members and staff, whilst not compromising member satisfaction.
- As part of a Senior Leadership Team work with the CEO to drive and support colleagues in the identification, negotiation and retention of income as required, with a primary focus on the effective and efficient utilisation of income to maximise participant and member value whilst ensuring the sustainable management of BUCS finances.
- Work collaboratively with the Director of Marketing and Commercial to ensure our commercial contracts follow a consistent and applicable model that is aligned to our governance and regulations.
- Work collaboratively with the Deputy CEO and Director of Sport to ensure efficient delivery, effective financial reporting and compliance with all areas of corporate governance.
- Work collaboratively with the Director of Marketing and Commercial to ensure efficient delivery, effective financial reporting and compliance with all areas of corporate governance including the ethical commercial framework.
- Call upon the contribution of the Director of Marketing and Commercial regarding data management, data protection, privacy notices and policies to ensure that BUCS is compliant with all regulations in its marketing and communications activities, and data storage.
- Provide clarity on performance expectations across all aspects of our business operations – ensuring that BUCS is focussed on exceptional organisational health, supporting exceptional student sporting experiences and providing excellent member value that is supported and enhanced through the high performance of our staff.
- Drive respectful and fruitful member relationships, securing member and participant voice and engagement as appropriate in the development of our policies and procedures.
- Support high-quality corporate governance through representation at the BUCS Board as a non-voting attendee, contributing to discussions relating to financial, HR, IT and cybersecurity, corporate governance and legal matters in particular.
- Lead the financial strategy of the organisation aligned with the holistic strategic ambitions of BUCS, including the management of our investment portfolio, free reserves policy, and management of assets including the leasehold on the offices and storage in London.
- Responsible for providing ethical and transparent leadership of the day-to-day finances of BUCS, providing timely and accessible information to the Senior Leadership Team, Management Team and wider staff as required, and leading the relationship with our accountancy partners and our auditors, fulfilling annual reporting requirements in accordance with the charity SORP and other appropriate regulations.
- Lead the BUCS data management policy, fulfilling the duties of the Data Protection Officer and ensuring that all relevant policies and procedures are implemented across the BUCS technology and digital infrastructure working with the Director of Marketing and Commercial.
- Ensure BUCS has robust cyber security protections in place working with the Business Services Manager.
- Ensure that BUCS has an effective risk and assurance framework, suitably aligned with necessary insurances and agreed with the Finance Audit and Risk committee of the board.

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- Support the Company Secretary/Head of Governance and Compliance in the application of the Articles of Association, any changes proposed or required to these, and to the general regulations and member terms and conditions of BUCS.
- Liaising with the Deputy CEO and Director of Sport, ensure that the governance of BUCS sports competitions is clearly structured and defined for consistent application across the BUCS sporting portfolio, led by the Head of Governance and Compliance.
- Ensure that BUCS human resources and safeguarding are high-performing and grounded in the BUCS values, providing clear guidance and support to the Head of People aligned with BUCS strategy objectives.
- Directly lead BUCS legal relationships to ensure appropriate support is in place to cover the needs of the organisation and its breadth and range of activities.
- Lead the ongoing review and evolution of BUCS information technology capability and technology stack performance working closely with the Director of Marketing and Commercial. To include the day-to-day operations of system and device access, cyber-security, telephony, data privacy and protection, assessment of the software licensing model in place, CRM efficiency and connection to marketing and communications, through to the policies relating to this service.

#### **Other**

- Promote the organisation externally and represent the BUCS brand.
- Fulfil any other reasonable request of the CEO and board.

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## PERSON SPECIFICATION

BUCS is a Disability Confident Committed and Equal Opportunity Employer. We value diversity and are committed to fostering an inclusive and supportive work environment. We make all employment decisions without regard to age, national origin, race, ethnicity, religion, belief, gender, sexual orientation, disability, or any other characteristic protected by law.

Research shows that some people don't apply for a role if they feel they do not meet 100% of the person specification. We encourage you to apply for this role if you feel you meet the key skills and knowledge listed below, even if you feel you do not have all of them. We are passionate about identifying the right people to help us develop and thrive.

### Essential knowledge or experience

- Senior management experience with a proven ability to lead, develop and motivate others to reach their full potential.
- Experience of developing strategy/policy that contributes to the development of the organisation to effectively deliver its outcomes.
- Experience in effective communication, presenting and influencing a wide range of audiences including board, members, stakeholders and staff.
- Experience of developing holistic change programmes that drive transformation through professional development, resources and support tools.
- Extensive experience of high-level project management working on projects with significant dependencies and applying relevant risk and assurance protocols.
- Extensive experience of financial management including financial control, information management, financial strategy, budget setting and implementation, liaison with accountants, and preparation and completion of the financial audit and presentation of accounts.
- An excellent understanding of financial management and an appreciation of the financial situation in the higher education sector and of charity finance.
- An understanding and awareness of the sensitivities of working in a membership organisation and with corporate partners.
- Understanding of operational and project planning protocols and knowledge of how to monitor and evaluate impact of workstreams aligned to organisational metrics.
- Financial management and planning knowledge including a relevant accounting qualification and/or extensive experience in leading the audit and formal financial reporting processes for an organisation, ideally aligned with the charity SORP.

### Essential skills and abilities

- Ability to work on own initiative.
- Strong team player with good interpersonal abilities including an ability and willingness to communicate and develop trusted relationships with a range of stakeholders.
- Effective motivator, manager and influencer of people.

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- Excellent organisational and planning skills.
- Ability to manage a complex workload including competing priorities, achieve targets and respond quickly and flexibly to changing needs and demands.
- Conscientious with high standards and a commitment to excellence.
- Tenacious when it comes to problem-solving / acquiring key information.
- Ability to innovate, be creative and work dynamically.

**Desirable knowledge or experience**

- Experience of leading a multi-functional team beyond finance, including human resources, information technology, and corporate governance.
- Experience of working in the higher education and/or sport sectors.
- Knowledge of the BUCS history, purpose and ethos working with members, participants and wider partners.
- An understanding of the UK Code for Sports Governance and wider corporate governance concerns relating to a member organisation with charitable status.
- Experience in leading information technology and systems for the efficient and secure management of data.
- Human Resource knowledge including relevant legal and policy requirements, and how to apply these in a professional setting for the best effect.