



Business & Operations Manager

Description of Role

The Business & Operations Manager will be responsible for facilitating the smooth, effective and efficient running of Game If You Are's business operations and administrative needs.

Working closely with the Managing Director and as a key member of the wider management team, the Business & Operations Manager will ensure that the company is working in an optimal fashion; that it is compliant with all relevant laws and regulations; and that new processes and initiatives are effectively implemented.

The successful candidate will work closely with staff at all levels of the business - from entry level to senior management - and will need to demonstrate a good knowledge of the requirements of running a small business in the UK, including financial, legal and HR requirements. The Business & Operations Manager will take a methodical and detail-oriented approach to their work, ensuring the day-to-day needs of the business are reliably taken care of, while improving business intelligence, productivity, and process.

Purpose of Role

- To ensure the reliable and effective day-to-day running of our business from an operational and administrative perspective
- To improve transparency and visibility of data and insights to senior leadership
- To free up senior leadership's time to focus on strategic planning

Reporting To

Managing Director

Salary Range

£30,000 - £35,000 per year, depending on prior experience.

Typical Hours & Place of Work

9:00 - 17:00 Monday to Friday. Remote, UK.



Main Responsibilities

Operations

- Lead the implementation of internal initiatives and projects in support of the company's goals and objectives, under the direction of senior management
- Implement and evolve operational processes and procedures
- Work alongside other managers and staff members to ensure processes are followed consistently
- Proactively seek and propose opportunities to improve operational efficiency
- Collect and analyse data to provide reports and business insight to senior management

Administration

- Work with all staff to ensure files and documentation are appropriately stored and easily accessible
- Ensure tools, systems and software are up to date with appropriate licenses

Finance

- Create and send client invoices and follow up where required to ensure prompt payment
- Process monthly payroll and accounts payable
- Liaise with accounting partners and the Managing Director to ensure quarterly VAT returns and annual returns are completed and submitted to HMRC
- Keep track of company and department budgets and provide monthly financial reports to the Managing Director

Legal

- Set up and route client contracts and statements of work for signature
- Liaise with legal partners and the Managing Director on legal matters

HR

- Maintain employee files
- Keep records of employee reviews, appraisals, performance and disciplinary matters
- Ensure all staff comply with company policy
- With the senior management team, review and update policy, employee benefits etc to ensure high levels of employee satisfaction
- Assist with recruitment including job advertisements, shortlisting and interviewing



Miscellaneous

- Act as a key client point of contact for commercial, legal or business matters
- Assist with the company's business development process by filtering and qualifying enquiries, collecting and reporting on sales data

Person Specification

Experience / Skill / Proficiency	Essential / Desirable
Prior experience in an operations or administrative role (e.g. operations manager or coordinator, office manager, administrator, executive assistant etc)	Essential
Knowledge of budget management and profit/loss sheets	Essential
Working knowledge of commercial contracts and common contractual clauses and terminology	Essential
Working knowledge of UK limited company and employment law	Essential
Methodical and detail-oriented, able to spot the small details other people miss	Essential
Superb organisational discipline, able to balance multiple conflicting priorities and reliably deliver to deadlines	Essential
Excellent communication skills, both verbal and in writing, with the ability to present and summarise information concisely and effectively	Essential
A fast learner, capable of picking up new skills quickly, especially in relation to processes, tools and software	Essential
A good understanding of data with the ability to set, monitor, and report against KPIs	Essential
Experience working in a similar role for a similar company (e.g. an SME, marketing agency etc)	Desirable
Experience using a variety of project management tools and software packages	Desirable
Experience using accounting software, particularly Xero	Desirable
Project management experience and/or training	Desirable