



JOB DESCRIPTION – Head of Operations

TITLE	Head of Operations
REPORTS TO	The Board of Directors (line-managed by the Chair on behalf of the Board).
LOCATION	Home-based with travel across Yorkshire. There will be some evening and weekend work required.

1. About Yorkshire Tennis & Padel (YT&P)

Yorkshire Tennis and Padel is the county governing body for tennis and padel in Yorkshire. We work in partnership with clubs, coaches, volunteers, officials and players to increase participation, improve facilities and raise playing standards across the county.

We operate as an incorporated not-for-profit organisation aligned to the governance framework and funding requirements of the LTA.

The organisation is led by a voluntary Board of Directors and supported by a team of self-employed contractors and volunteers. We also pay a range of coaches to run County Teams etc

Our aim is to be amongst the best counties – to be supremely well organised, focused on the delivery of high quality services and supporting our delivery team

2. About the Role

This is a new position and will be our only salaried employee. YT&P needs to ensure that we are focussed on our strategic policies and activities. The Operations Manager will be tasked with the overall management of YT&P operations, leading our team, delivering sound finance and ensuring there is clear alignment between the team and the Board and keeping up to speed with key workstreams.

3. Purpose of Role

The Head of Operations is a new role and will be responsible for the effective and efficient operational delivery of YT&P's activities and services.

The post-holder will:

- Lead operational planning and implementation
- Ensure strong governance, compliance and financial controls
- Manage and/or coordinate the delivery team, contractors and volunteers as applicable)
- Support the Board in delivering the county strategy
- Act as the primary operational liaison with the LTA

The role is responsible for delivery and operational execution. Strategic direction and oversight remain the responsibility of the Board, although will seek advice from the post holder

4. Key Responsibilities

4.1 Operational Leadership & Delivery

- Develop and implement annual operational plans aligned to the Board-approved strategy.
- Coordinate and oversee delivery across key areas:
 - Operations
 - Competitions
 - Performance
 - Participation
- Ensure clear work plans, timelines and accountability across operational activity.
- Monitor progress against agreed KPIs and report regularly to the Board.
- Lead regular operational meetings to ensure coordination and clarity of responsibilities.

4.2 Team & Workforce Management

- Coordinate and manage operational contractors and service providers in line with agreed contractual arrangements.
- Ensure clarity of deliverables and service standards.
- Support development and capability-building within the delivery team.
- Identify workforce gaps and make recommendations to the Board.

4.3 Governance, Risk & Compliance

- Support the Board to ensure the organisation operates in accordance with:
 - LTA governance requirements
 - Safeguarding standards
 - GDPR and data protection law
- Maintain and monitor:
 - Risk register
 - Key policies (Safeguarding, EDI, Complaints, Whistleblowing, Code of Conduct, etc.)
- Ensure compliance reporting to the LTA is accurate and timely.

4.4 Financial Management & Controls

- Support the Finance Director and Board in preparing annual budgets.
- Support the Finance Director and Board in identifying opportunities to improve operational efficiency and value for money.

NB. The role does not replace the statutory responsibilities of the Directors.

4.5 Board & Committee Support

- Serve as principal operational advisor to the Board.
- Prepare operational reports and performance dashboards for Board meetings.

- Support committees and workstream leads in planning and delivery.
- Ensure alignment between Board decisions and operational implementation.
- Contribute to development and periodic review of the three-year strategy.

4.6 Stakeholder & Partnership Management

- Act as the operational contact for the LTA. This does not replace the YT&P LTA Counsellor's role as primary contact.
- Ensure that YT maintains effective relationships with:
 - Clubs
 - Coaches
 - Officials
 - Volunteers
 - Competition organisers
- Support the Board in identifying partnership and income generation opportunities.

4.7 Communications & Systems

- Oversee operational communications across appropriate **channels**.
- **Ensure consistent**, timely communication with stakeholders.
- Review and improve operational systems, IT infrastructure and data management processes.
- Ensure accurate record-keeping and secure document management.

4.8 Events & County Activities

- **Provide Support as needed for key events, including:**
 - County Championships
 - Awards events
 - Representative team competitions

5. Key Performance Indicators (Indicative)

- The Head of Operations will be assessed against:
 - Delivery of annual operational plan
 - Targets set by the Board (including any LTA targets)
 - Compliance with LTA governance requirements
 - Retention and satisfaction of clubs and volunteers
 - Budget adherence and grant compliance
 - Timeliness and quality of Board reporting
 - Risk management and safeguarding compliance
 - Operational efficiency improvements

6. Authority & Delegation

- The Head of Operations has authority to:
 - Make day-to-day operational decisions
 - Commit expenditure within Board-approved budget limits

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- Implement Board-approved policies
- Direct operational contractors within agreed service frameworks

NB. Strategic decisions, major financial commitments and policy approval remain reserved to the Board.

7. Person Specification

Essential
<ul style="list-style-type: none"> • Significant experience in operational leadership or management, including team leadership and motivation. • Experience working with or reporting to a Board of Directors. • Good organisational and planning skills, with an attention to detail. • Excellent at building and maintaining effective working relationships with a diverse range of stakeholders, both internally and externally, including a wide range of volunteers. • Effective communicator; articulate, with excellent written communication skills and confident in both volunteer and corporate environments. • Able to work on own initiative and within a small and focused team, often with minimal supervision, and to take the initiative in bringing forward fresh ideas and solving problems. • Flexible approach to work, will be some evening and weekend meetings and events. • Experienced with Microsoft Word, Excel, PowerPoint and Sharepoint. • Ability to multi task. • Experience of HR systems / procedures. • Track record of success in a performance driven environment • Financial literacy and experience in managing budgets. • A track record of getting things done – sometimes in challenging circumstances
Desirable
<ul style="list-style-type: none"> • Experience of working in a not-for-profit environment • Knowledge of marketing and communication channels • At least 3 years experience of working in a sports governing body, county sports organisation, council or trust sports sector or tennis environment