

Job Description

Job Title:	Head of Operations
Job Location:	Office Based - Birmingham (expected to be in the office 2+ days per week)
Responsible To:	Chief Operating Officer
Responsible For:	Governance, Facilities & Administration Manager Communications & PR Manager Digital Manager Design & Brand Manager

Job purpose

The Head of Operations contributes to strengthening the operational effectiveness of the British Dietetic Association, ensuring that strategic priorities are translated into coordinated delivery across the organisation.

Working closely with the Chief Operating Officer, the role provides operational leadership across governance, administration, communications, digital and organisational development activities. The post-holder will help ensure that plans are delivered, resources are used effectively, business cases are robust, decisions are implemented and organisational performance is monitored and improved.

The role will support the BDA to make better use of data, insight, automation and AI, identify opportunities for process improvement, improve organisational efficiency and provide greater operational capacity to support the delivery of the BDA's Strategic Plan.

The Head of Operations acts as a key link between strategic decision-making and operational delivery, helping teams work effectively together and ensuring the organisation is well prepared for future growth.

Job context

The British Dietetic Association is the professional body and trade union for dietitians in the United Kingdom, representing more than 12,500 members.

The BDA has ambitious plans for membership growth, member value, trade union development, financial sustainability and organisational effectiveness. As the organisation grows in size and complexity, the need for strong operational leadership, performance oversight and organisational coordination has increased.

The Head of Operations forms part of the wider leadership team and works across all directorates to improve organisational performance, delivery discipline and operational effectiveness.

Key areas of responsibility

Operational Leadership and Organisational Effectiveness

- Lead the development and monitoring of organisational workplans and delivery schedules.
- Support the COO and leadership team in translating strategic priorities into operational activity.
- Ensure actions arising from Board, committee, leadership and project meetings are effectively coordinated and progressed.
- Identify barriers to delivery and work with managers to resolve issues.
- Promote a culture of accountability, continuous improvement and delivery.
- Lead cross-organisational projects as required.
- Lead the annual organisational planning process, ensuring plans are aligned to strategic priorities, resources and budgets.
- Be the day-to-day lead for outsourced services (currently IT, HR and finance functions)
- Monitor delivery against organisational priorities and provide challenge, support and escalation where progress is at risk.

Planning, Performance and Insight

- Coordinate annual planning processes across the organisation.
- Develop and maintain reporting mechanisms that provide clear visibility of organisational performance.
- Support the development of membership insight, retention analysis and performance reporting to inform decision-making and growth.
- Support managers to identify meaningful performance indicators and measures.
- Produce analysis and insight to support decision-making.
- Undertake deep-dives into organisational performance, expenditure, income and service delivery.
- Support the development of business cases and investment proposals.

Financial and Commercial Support

- Work with the COO and outsourced finance providers to improve financial insight and reporting.
- Review expenditure patterns and identify opportunities for efficiencies and savings.
- Support managers in understanding the financial implications of decisions.
- Contribute to organisational budgeting and planning processes.
- Working with the Commercial team to support the pricing and implementation of existing and new commercial products

Process Improvement, Digital and AI

- Lead operational improvement initiatives across the organisation.
- Identify opportunities to reduce duplication and simplify processes.
- Support the adoption of agreed digital tools, automation and AI solutions.
- Support implementation of the BDA's AI Policy and ensure AI adoption remains safe, practical, proportionate and aligned with organisational objectives.
- Ensure improvements are practical, proportionate and deliver measurable benefits.

- Work with the Digital Manager to support delivery of the organisation's digital roadmap.

Governance and Corporate Services

- Support effective governance arrangements across the organisation.
- Work closely with the Governance, Facilities and Administration Manager to ensure governance processes operate effectively.
- Support preparation of papers, reports and information for the Board and committees where required.
- Ensure organisational policies, procedures and operational controls remain fit for purpose.

Communications, Brand and Organisational Coordination

- Provide leadership and support to communications, digital and brand functions.
- Ensure communications activity aligns with organisational priorities.
- Support coordination of major organisational initiatives and campaigns.
- Promote collaboration across teams and functions.

Leadership and People Management

- Provide leadership and line management to designated managers.
- Own the delivery of BDA's learning and development framework
- Support leadership development across the organisation.
- Foster a positive, collaborative and inclusive working culture.
- Ensure effective performance management, supervision and development of staff.
- Act as a role model for the BDA's values and behaviours.

Role Dimensions

Financial

- Supports organisational budget monitoring and reporting.
- Reviews expenditure and value-for-money opportunities.
- Supports budget planning, forecasting and financial monitoring across operational areas.
- Contributes to procurement reviews, contract management and value-for-money assessments.
- Contributes to development of business cases and investment decisions.

AI, data and service improvement

- Responsible for identifying practical opportunities to improve services, systems and internal processes.
- Supports the safe and consistent use of AI, automation and digital tools across operational areas.
- Uses data and performance insight to improve decision-making, service delivery and organisational efficiency.
- Works with managers to reduce duplication, simplify processes and improve the experience of members, volunteers and staff.
- Supports service reviews and deep dives into areas of activity, cost, income and impact.

Staff

Direct management responsibility for:

- Governance, Facilities & Administration Manager
- Communications & PR Manager
- Digital Manager
- Design & Brand Manager
- Indirect responsibility for associated teams.

Organisational

- Works across all BDA directorates and functions.
- Supports Board and committee delivery.
- Works with outsourced providers including finance, HR and IT.

Category	Essential	Desirable
Knowledge	• Organisational planning and performance management. • Business process improvement. • Budget management and financial reporting. • Governance and organisational operations. • Project and change management. • Digital systems, automation and AI opportunities.	• Understanding of membership bodies, professional associations, charities or trade unions. • Knowledge of CRM systems, digital platforms, data protection and operational systems.
Experience	• Management experience in a complex organisation. • Leading operational improvement initiatives. • Managing multiple teams or functions. • Developing and implementing organisational plans. • Producing performance reporting and management information. • Supporting business case development and investment decisions. • Working with senior leaders, boards or committees. • Project Management	• Membership body, professional body, charity or trade union experience. • Experience of volunteer-led organisations. • Experience of CRM, digital transformation or operational systems development. • Experience implementing automation or AI solutions. • Experience supporting organisational change, digital transformation, automation or AI adoption.

Category	Essential	Desirable
Skills	• Strong leadership and people management skills. • Excellent organisational and planning abilities. • Strong analytical capability. • Ability to influence and build relationships across teams. • Excellent written and verbal communication skills. • Problem solving and decision making. • Ability to balance strategic thinking with practical delivery.	
Personal Attributes	• Collaborative and relationship-focused. • Curious and improvement-oriented. • Pragmatic and solutions-focused. • Resilient and adaptable. • High levels of personal integrity and professionalism.	• Comfortable operating in ambiguity and periods of change. • Passion for improving services and organisational effectiveness.

Changes to Role

This is a description of the job as it is presently constituted. It is the practice of the British Dietetic Association to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

Signed by
Job holder

Date

Signed by

Date