

Britain's Energy Coast Business Cluster – Operations Management

Opportunity

1 Introduction

- 1.1 This opportunity is to deliver Operations Management for and on behalf of Britain's Energy Coast Business Cluster (BECBC). This service is key to the delivery of BECBC activities and the daily management of the organisation. Reporting to the BECBC Board, the individual / provider will be responsible for delivering the strategy set by the BECBC Board, contributing to the strategy and procuring / managing contractors where appropriate.

2 Contract Details

- 2.1 The contract is a rolling contract with a 6-month notice provision; however, the Board would also consider appointing an Operations Manager on an employed basis with a 6-month notice period following an initial probationary period.
- 2.2 Further details on this opportunity are included in the 'Instructions for Tenderers / Applicants'

Instructions for Tenderers / Applicants

1 Introduction

- 1.1 Further information on the opportunity are provided as follows:

1.1.1 Scope of Services (Appendix 1)

1.1.2 Tender Submission / Application Form (Appendix 2)

- 1.2 The Tenderer / Applicant shall bear all costs incurred in the preparation and submission of its / their Tender / Application. BECBC will not be responsible or liable for such costs, regardless of the conduct or outcome of the tendering / application process.
- 1.3 BECBC will enter into a contract with the successful Tenderer / Applicant following selection; however, BECBC reserves the right to retender the opportunity should none of the Tenders / Applicant be considered viable.
- 1.4 Any entity / person considering tendering / applying for this opportunity is welcome to contact Ivan Baldwin (Chair) on 07783511851, Tom Scaife (Legal Director) on 07879332670 or Ruth Sellick (Director) on 07759040793 to discuss the opportunity further prior to submitting any tender / application.

2 Eligibility of the Tenderer

- 2.1 Any legal entity may only submit one tender / application; however, should any Tenderer / Applicant consider that the Operational Management could be delivered in different ways, they are invited to include multiple options.

3 Submission of the Tender

- 3.1 Tenders / Applications with all supporting information should be submitted as a single PDF file to ivan@becbusinesscluster.co.uk using the form in Appendix 2.
- 3.2 Tenders / Applications may be modified after submission provided that any resubmission is received before the prescribed closing date in section 4.
- 3.3 A Tender / Application submitted other than described in these instructions may be rejected.

4 Timescales

- 4.1 Tenderers / Applicants have until 2300 hours on the 10th May 2021 to submit a Tender / Application.
- 4.2 Tenders / Applications will be shortlisted, with shortlisted tenderers / applicants invited to interviews week commencing 24th May 2021 with the successful tenderer / applicant notified as soon as possible.
- 4.3 The target contract start date is 21st June 2021.

Appendix 1

1 Outcomes for Contract

- 1.1 Collate and report on member feedback and communication to enable us to increase member satisfaction through delivery of in demand activities and adjust in line with our member needs.
- 1.2 Create, develop, and deliver new ways of increasing and maintaining memberships, helping to steer the board towards initiatives to drive member creation and retention.
- 1.3 Work with the board to develop and deliver the BECBC Strategy, adjusting accordingly year on year in line with market and member requirements.
- 1.4 Collate and report key business indicators and metrics timely to enable decisions.
- 1.5 Provide dynamic management of events and activities based on BECBC strategy and operational plan.
- 1.6 Take responsibility for financial operations to minimise risk and maximise return on investment
- 1.7 Actively encourage improvements to BECBC operations using learning from experience and external models
- 1.8 Maintain oversight of BECBC and facilitate communications which highlight issues and successes to BECBC board and members

2 Performance Monitoring

- 2.1 A Service Level Agreement (SLA) will be created between BECBC and the provider to clearly outline the performance requirement and expectations between both parties.

3 Person Specification

The scope of this contract is open for delivery either by a single person or company. BECBC has no preference in the arrangements for delivering the scope of works, only that the scope of work is delivered. The person specification below therefore related to either a single responsible person or all persons involved.

3.1 Key Competencies

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|-------|---|
| 3.1.1 | Resilience |
| 3.1.2 | Problem Solving |
| 3.1.3 | Driving and Facilitating Change |
| 3.1.4 | Commitment to the Business |
| 3.1.5 | Passion for BECBC |
| 3.1.6 | Process Driven and "a completer finisher" |

3.2 Qualifications / Skills

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|-------|--|
| 3.2.1 | Business Management Experience |
| 3.2.2 | Ability to communicate effectively with a wide range of businesses |
| 3.2.3 | Database and email management |
| 3.2.4 | Excellent organisational skills |
| 3.2.5 | Ability to challenge |

3.3 Experience Required

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|-------|--|
| 3.3.1 | At least five years in a business management or administrative role |
| 3.3.2 | Experience working with websites, document production and general marketing activities |

4 Scope of work

4.1 Administration Management

4.2 Membership Enquiries and Engagement

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|-------|---------------------------------|
| 4.2.1 | Including payments and renewals |
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4.3 Organise and manage meetings, events and other BECBC activities

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| 4.3.1 | Including liaising with sponsors, venues, speakers and attendees |
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4.4 Management

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|-------|---|
| 4.4.1 | Website |
| 4.4.2 | Finance (Including debtors, payments and bank reconciliation) |
| 4.4.3 | Communications via mailshots |
| 4.4.4 | Communicating effectively with the Board, Shadow Board and sector leads |
| 4.4.5 | Budgeting and budget delivery |

Appendix 2

Tender / Application Form

Full Name / Company Name	
Company Address / Personal Address	
Main Contact Email	
Main Contact Telephone	
Please detail how you plan to deliver on the scope of work required. This should include who will deliver the work.	
Price (with breakdown on delivery where required) / Salary Expectations	
Any additional information which you wish to make BECBC aware. Please list in this section any attachments you will provide along with this form.	