

Job Description: BCCJ Operations Manager

Position: Operations Manager

Location: Tokyo, Japan (hybrid)

Reports to: Executive Director

Employment Term: September 2024-2025

Hours: Full-time. Normal working hours will be between 9:00am-5:00pm Monday to Friday, and will include occasional early morning and evening work. Total number of working hours each month will average out to a maximum of 40 hours per week.

Salary: To be negotiated, will depend on qualification and experience.

Overview:

The Operations Manager at the British Chamber of Commerce in Japan (BCCJ) plays a crucial role in ensuring the smooth and efficient functioning of the organisation. Key responsibilities include overseeing day-to-day operations, managing administrative processes, managing membership data, and providing support to the Executive Director and high quality customer service to the membership.

The ideal candidate will be a native Japanese speaker with business-level English proficiency, with strong organisational skills, attention to detail, and the ability to manage multiple tasks in a dynamic environment.

Key Responsibilities:

1. Office Management:

- Oversee the daily operations of the BCCJ office, including managing supplies, equipment, and facilities.
- Maintain accurate records and documentation for all operational activities.

2. Event Coordination:

- Support the BCCJ's Events Coordinator to liaise with vendors, venues, and service providers to ensure event logistics are handled efficiently.
- Manage event payments by participants and to venues and vendors.

3. **Financial Administration:**

- Assist in with budget management by tracking expenses, processing invoices, and maintaining financial records.
- Manage regular HR and support the annual audit process by providing necessary documentation and information.

4. **Membership Services:**

- Manage the membership database and handle membership inquiries, renewals, and payments.
- Support member engagement and retention strategies.

5. **HR and Team Support:**

- Maintain HR records, including leave management, monthly timesheets, payroll, and employee contracts.
- Provide necessary administrative assistance to team members.

6. **Communication and Reporting:**

- Serve as the point of contact for operational matters and general BCCJ phone inquiries.
- Organise meetings for the Executive Director and monthly BCCJ Executive Committee meetings, including circulating agendas and reports.

Key Skills and Qualifications:

- **Experience:** Minimum of 2 years of experience in operations management, office administration, or a related field.
- **Education:** Bachelor's degree in Business Administration, Management, or a related field.
- **Communication:** Excellent verbal and written communication skills in Japanese and English.
- **Organisational Skills:** Strong ability to multitask, prioritise, and manage time effectively.
- **Problem-Solving:** Proactive approach to identifying and resolving issues quickly and efficiently.
- **Technology:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint), CRM software, and basic financial management tools.

- **Teamwork:** Ability to work collaboratively with a diverse team and build positive relationships with members and external partners.

Additional Information:

- The Operations Manager may be required to work outside regular office hours to support events and special projects.
- The position offers opportunities for professional growth within the chamber and exposure to a wide range of business activities in the UK-Japan business world.