

**Operations Manager**

**GRADE 8**

**Job Purpose**

To play a lead role in overseeing the management and strategic direction of the School’s operations with primary focus on workforce and workload model planning. You will contribute towards delivering an agile service provision in business processes and activities to enhance service excellence through delivering a collaborative and inclusive, resilient, and purpose-driven School professional services team.

**Main Duties and Responsibilities**

1. Play a lead role in developing and successfully implementing the School strategy and strategic deliverables in service excellence, evidenced by the enhancement in service delivery of the School Operations team.
2. Provide leading contributions to the School’s strategic planning, providing advice to senior management as a leading partner to the School Senior Leadership Team, including all stakeholders in the development and communication of policy and strategy.
3. Foster an inclusive environment and lead the design, and development of an agile and resilient operations service aligned with the School’s core activity. Responsible for strategic oversight and coordination of administration, including ownership of policies and procedures, communication strategies, roles and responsibilities of staff members and ensuring full cooperation, coordination and, where appropriate, integration with other support teams in the School, College and wider University.
4. Work in partnership with senior academic colleagues within the School to operationalise an adaptable and effective service through the harmonisation of business processes to enhance the experience for both staff and students. Integrate personal and organisational foresight into regular operations.
5. Line management of [xxxxx], with oversight of workload modelling and workforce planning to meet the requirements of the School’s service priorities.
6. Senior contributor to support the School/College/University’s, in the development of innovative solutions which deliver flexible, scale able, and sustainable service operations to meet the needs of our stakeholders.
7. Develop service excellence and operational metrics to assess service performance, using analytical insight to identify and implement key opportunities for improvements.
8. Develop and deliver standard operating procedures for all complicated, routine transactional operations, applying continuous improvement methodologies to simplify processes and embed resilience in our core service operations, empowering teams to engage with continuous improvement.
9. Proactively network and develop strong collaborative relationships across the College and University more broadly, to share best practice and remove potential barriers to the delivery of service improvements.
10. Effectively manage the relevant governance, legislative and regulatory compliance in partnership with senior colleagues develop a robust framework to support compliance with relevant accreditation bodies and quality assurance processes.
11. Deputise for the Head of Professional Services as appropriate.
12. Engage in reasonable professional development activities as appropriate.
13. Undertake and other reasonable duties as required by the team.

**Qualifications**

Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary professional knowledge and management skills in a similar or number of different specialist roles.

Scottish Credit and Qualification Framework level 9, 10 or 11 (Ordinary/Honours Degree, Post Graduate Qualification) or equivalent, including being professionally qualified in a relevant discipline, with a broad range of professional experience in a similar management role.

**Knowledge, Skills, and Experience**

* Significant experience of service design principles, process improvement and/or project/change management methodologies.
* Excellent organisational leadership and management skills, including the delivery and evaluation of projects, initiatives, and activities in a changing context and with reference to objectives and targets.
* Experience in managing a team of staff and aligning the day-to-day work and goals of the team with the organisation’s strategic vision.
* Highly effective influencing, communication, and interpersonal skills, including negotiation and diplomacy with ability to adapt style accordingly.
* Ability to lead and implement business process improvement delivery and change across a complex organisation.
* Solution-focused with a strong attention to detail and strong analytical insight.
* Strategic business planning skills underpinned by data analysis and interpretation and sound operational management skills.
* Excellent digital skills especially in the operation of Microsoft Office and reporting tools.
* Ability to develop operational plans to support delivery of strategic objectives.
* Resilient and able to maintain momentum in the face of challenges and setback.
* Excellent ability to empower and motivate others to deliver a high-performance culture in a participative manner.