Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Operations Manager (RKE)</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>School/Department</td>
<td>School of Education</td>
<td>Location</td>
<td>Jubilee Campus</td>
</tr>
</tbody>
</table>

**Purpose of role**
As Operations Manager you will be part of the School’s operational management team and will be responsible for the day-to-day management, coordination, delivery and continuous improvement of professional services support for Research and Knowledge Exchange (RKE).

The detailed division of responsibility between members of the School’s operational management team will be agreed locally.

Working closely with the School’s Senior Operations Manager and Academic Directors, and colleagues in the Faculty and Central Professional Services teams, you will line manage a team of professional services staff, oversee and coordinate seamless operations and support, which underpins the School’s research environment and strategy, and ensures compliance with University policy and processes. In addition, you will help monitor, manage, and plan resource allocation, develop and implement local policy, processes, strategy, and plans.

<table>
<thead>
<tr>
<th>Main responsibilities</th>
<th>% time per year</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>(Primary accountabilities and responsibilities expected to fulfil the role)</em></td>
<td></td>
</tr>
<tr>
<td><strong>Faculty-wide Projects, Initiatives and Engagement</strong></td>
<td>10%</td>
</tr>
<tr>
<td>▪ Under the direction of the Heads of Operations and Head of RKE, plan, manage, and/or contribute to the delivery of Faculty-wide initiatives and projects.</td>
<td></td>
</tr>
<tr>
<td>▪ Contribute to the development, implementation and evaluation of specific elements of Faculty strategy and plans.</td>
<td></td>
</tr>
<tr>
<td>▪ Lead/contribute to the development and delivery of cross-cutting projects and initiatives, working with colleagues, coordinating staff and managing budgets, to ensure successful delivery.</td>
<td></td>
</tr>
<tr>
<td><strong>Operations and Governance</strong></td>
<td>65%</td>
</tr>
<tr>
<td>▪ Manage, coordinate and provide specialist support, advice and guidance on operational functions, activity, policy and processes within the School.</td>
<td></td>
</tr>
<tr>
<td>▪ Oversee and provide executive support to members of the School’s leadership team, including writing reports, presentations, and briefing papers and managing School committees and meetings.</td>
<td></td>
</tr>
</tbody>
</table>
▪ Build and maintain strong and effective relationships with colleagues in Central Professional Services and across the Faculty in order to provide seamless operational support and a point of escalation to resolve issues.
▪ Monitor and report on progress against strategic and operational plans and performance indicators.
▪ Manage the collection and preparation of information and documentation for quality assurance and enhancement purposes.
▪ Manage and control operational budgets in the School and contribute to the development of business cases and funding proposals.

Research & Knowledge Exchange (RKE)
Under the direction of the Senior Operations Manager and the Head of RKE, and supported by members of the School’s Operations Team, manage and coordinate:
▪ Activity that supports the School’s research environment and underpins high quality research, publications, impact and grant capture. This will include for example support for Research Centres, events and communications; research records management, information and reporting; research ethics; and, supporting the development of research related strategy, plans and policy. Guidance and support provided by the Faculty RKE team.
▪ RKE-related governance and compliance, including planning, preparing and managing the local support and reporting for the Research Excellence and Knowledge Exchange Frameworks (REF & KEF). Guidance and support provided by colleagues in Research & Innovation.
▪ PGR-related operations (including recruitment, funding, progression, supervision and support, and completion). Working closely with the Director of PGR and supported by colleagues in Registry and Academic Affairs.
▪ Working closely with the Faculty RKE team, maintain an awareness of School-related research operations, research development and grant portfolio/pipeline, and maintain an oversight of grant-funded support staff and research projects within the School.

People
▪ Provide direct and indirect line management of professional services staff in the School. Including managing recruitment, selection, performance and development.
▪ Work closely with the Senior Operations Manager on the development and deployment of Professional Services colleagues in the School to the support School and Faculty priorities.

Continuous Improvement
▪ Working with colleagues across the Faculty, contribute to the continuous improvement of operational systems and processes.
▪ Actively engage with and contribute to the Faculty’s Professional Services Networks and communities of practice.

Representation
▪ Represent the School/Faculty on appropriate University committees and working groups.
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Any other duties appropriate to the role.</td>
</tr>
</tbody>
</table>
### Person specification

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| **Skills**              | ▪ Ability and willingness to manage and/or supervise  
                          ▪ Planning, data analysis, and reporting  
                          ▪ Problem solving skills and the ability and confidence to make independent decisions  
                          ▪ Excellent communication, interpersonal and influence and negotiating skills  
                          ▪ Ability to building collaborative relationships, sharing knowledge and supporting colleagues  
                          ▪ High-level of self-motivation  
                          ▪ Excellent planning, organisational skills and a flexible approach  
                          ▪ Empathy, showing awareness, understanding and sensitivity  
                          ▪ Tact, diplomacy and a commitment to confidentiality  
                          ▪ High level of IT skills and digital competency                                                                                          | ▪ Ability to use Power Platforms e.g. PowerBI, PowerApps, PowerAutomate etc.                 |
| **Knowledge and experience** | ▪ Knowledge and understanding of the research policy, funding and delivery  
                          ▪ Experience of supervising and/or supporting colleagues to deliver in an operational environment  
                          ▪ Experience of working in a busy office environment with multiple simultaneous tasks and deadlines  
                          ▪ Experience of defining priorities, working flexibly and effectively under pressure and making decisions quickly with confidence  
                          ▪ Experience of working/responding independently and dealing with unforeseen problems and circumstances  
                          ▪ Experience of managing or contributing to projects involving multiple stakeholders  
                          ▪ Experience of establishing new/improving existing operational processes and contributing to continuous improvement  
                          ▪ Experience of communicating effectively with staff at all levels and working collaboratively  
                          ▪ Financial awareness and budgetary experience  
                          ▪ Experience of monitoring KPIs                                                                                                           | ▪ Experience of working in a professional services role in HE  
                                                                                                                                            | ▪ Knowledge of the working processes and systems relevant to universities               |
|                         |                                                                                                                                                                                                            | ▪ Awareness of current and future activities of the University relevant to the role       |
|                         |                                                                                                                                                                                                            | ▪ Knowledge and understanding of REF                                                                 |
|                         |                                                                                                                                                                                                            | ▪ Awareness of research data management risks, implications, and mitigations               |
| **Qualifications, certification and training (relevant to role)** | ▪ Honours degree and/or professional qualification, OR proven track record of relevant work experience, demonstrating practical and theoretical knowledge of the field of work. | ▪ Formal Project management and/or process improvement qualification e.g. PRINCE2, Sigma 6 etc. |

RPF Band C
The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**  Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

**Taking ownership**  Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

**Forward thinking**  Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

**Professional pride**  Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

**Always inclusive**  Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

![Diagram of relationships]

- **Line manager**
  - Senior Operations Manager

- **Role holder**
  - Operations Manager

- **Key stakeholder relationships**
  - Direct Reports
  - Colleagues
  - Students and Academics