University of Nottingham
UK | CHINA | MALAYSIA

Job title	Operations Manager	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Institute for Policy and Engagement, External Relations	Location	University Park Campus

Purpose of role

The Institute for Policy and Engagement needs an effective, well organised, tenacious and flexible Operations Manager to strengthen our ability to run events, to monitor performance and overall programme, manage grant programmes, deliver internal and external reporting, support our governance and manage our increasingly complex budget.   The role holder will have responsibility for multiple strands of project work and will support the policy and public engagement teams on specific activities. The post will also co-ordinate the annual planning round for the Institute.

In addition to working with the Institute, they will work closely with colleagues in External Relations and in Research and Innovation. The post provides a perfect HE professional services opportunity for an exceptional candidate who already holds good baseline experience.

The postholder will have excellent written and oral communication skills and exceptional organisational ability even when working under pressure. They will be expected to positively engage in learning new skills and developing new abilities including through formal programmes of learning. This is a 'hands-on' role, where the post holder will directly contribute to all aspects of Institute activity.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	**Administration** With support from the administration team, ▪ To manage the institute's finances, including administering grant schemes funded from IAAs, HEIF, QR SPF and other sources ▪ To act as the central source of advice and support on HR issues within the team ▪ To oversee the development, implementation and monitoring of the Institute's set of Equality Impact Assessments, EDI monitoring, and annual EDI report ▪ To act as the liaison point for the team on all Facilities and Estates-related issues ▪ To oversee the admin support function with the Institute team and Research Advocacy team	35%
2	**Data and reporting and planning**	20%

	▪ To collate data on institute performance – audience numbers, consultancies, external engagements, academics supported, contacts made, qualitative and quantitative evidence of performance, ▪ Working with the Director, to produce quarterly internal reports and annual external reports. ▪ To ensure the Vuelio CRM system is up to date and embed best practice	
3	**Governance** Working with the Director, the Deputy Director / Head of Policy and the Head of Public Programmes, to develop and implement appropriate project and programme governance for the Institute, including: ▪ With the team to coordinate development of an Institute plan for the next three years, and a detailed work programme for the coming year ▪ To ensure team-wide implementation of the Institute's project management approach and structures ▪ to monitor and chase progress against plans ▪ Working with the Director, to establish and provide secretariat support the Institute's Governance Board ▪ To ensure the Institute is compliant with its GDPR obligations and support team members to achieve this ▪ To ensure secretariat support the Institute's Internal Advisory Board runs smoothly	25%
4	**Project Management** ▪ To provide project management support across the team as required ▪ To be a source of expertise and advice on running festivals such as Wonder, public lectures and other events.	10%
6	**Line Management** ▪ To manage the work of the administrative team, and temporary staff members as required.	10%

Person specification

	Essential	Desirable
Skills	- Strong effective networking skills and a superb ability to work in partnership with others - Highly numerate and able to analyse data sets, summarising those data to non-specialists effectively and efficiently - Ability to work well autonomously - Excellent attention to detail and a 'completer finisher' in approach - Ability to successfully employ an entrepreneurial and innovative approach to their work - Outstanding oral and written communication skills - Ability to empathise with those around them, persuading colleagues to change or develop ways of working based on the aim of the project or the need of the University - High Microsoft office competency is essential - Pragmatic in approach with a resilient nature in a University environment (which develops ideas through challenge and discussion). This means excellent time management and an ability to change priorities on a regular basis	
Knowledge and experience	- Experience of working in UK Higher Education in a relevant role - Experience of preparing financial and other reports - Experience of successful basic project management and an ability to scale approaches appropriately to ensure successful delivery with minimum of overhead - Knowledge of policy impact and public engagement in a higher education context	Event management

Qualifications, certification and training (relevant to role)		- Educated to degree level - Successfully completed an HEI-based management training programme. - A project management qualification - A postgraduate qualification
Statutory, legal or special requirements	- A belief and value set that recognises the benefits of Higher Education - Willingness and ability to undertake further training and a personal commitment to one's professional development	

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

Line manager

Deputy Director, Institute for Policy and Engagement

Role holder

Operations Manager

Key stakeholder relationships

Institute Admin Team

External Relations Admin team

Institute Director