

# Job Description/Person Specification Form



office of the  
independent  
adjudicator

## Job Description

Job Title:	<b>Operations Manager</b>
Department/Location:	Leadership Office
Reports to:	Head of Leadership Office

### **Summary of Position:**

This role has an important role in organisational development through gaining a thorough understanding of the organisation and its context and using that to promote a strategic and holistic cross-organisational approach to organisational planning, initiatives and reporting, as well as through the effective management of the operations function to improve efficiency and enhance the quality of its service. This is a multi faceted role which will require a high level of initiative, autonomy and adaptability to be successful.

### **Responsibilities**

#### **Organisational planning and development**

- Maintain awareness and understanding of developments in different parts of the organisation and proactively look for opportunities to integrate these and promote cross-team working.
- Manage the planning of the annual cycle of organisational activities, looking ahead to identify requirements, opportunities and pressure points and work with managers to resolve issues in advance
- Provide support and advice to management meetings, act as secretary where required, monitor progress on initiatives and ensure that appropriate information is provided to management meetings
- Contribute to the preparation of organisational documents and publications such as the Operating Report and Plan and reports to the Board
- Contribute to organisational development initiatives as required and implement any new policies and procedures relating to your responsibilities.

#### **Premises / facilities / Health & Safety**

- Take managerial responsibility for front of house services including reception
- Oversee the management of premises and facilities and proactively look for opportunities to make process improvements
- Ensure that any issues are seen through to timely conclusion, including those relating to the building / landlord
- Manage external premises / facilities supplier relationships ensuring the organisation obtains the best value and service
- Oversee any internal workstation and team moves
- Oversee the resolution of any operational issues raised by staff representatives
- Be an internal champion for Health and Safety and work closely with HR to review and improve current policies and procedures, drive H&S initiatives and manage any H&S issues which may involve premises / facilities aspects.

#### **Meetings, events and visits**

- Ensure that effective practical and administrative support is provided to meetings, events, visits and similar activities as required
- Oversee the booking of travel and accommodation to ensure that processes are efficient and arrangements are cost effective and in line with organisational policies.

**Risk management**

- Assist with the development and implementation of risk management policies and procedures, e.g. business continuity / incident management procedures and plan
- Coordinate and contribute to updates to the organisation's Risk Register.

**Finance and membership**

- Identify and implement improvements to financial and membership-related processes and procedures to ensure that they are effective and efficient. In particular:
  - Oversee the internal month end financial procedures and annual audit process
  - Oversee the annual billing cycle of the OIA's members
  - Oversee the management of membership information to ensure that it is captured, updated and shared in an optimal way.

**Line management**

- Manage a small team of operations staff who form part of the wider multi-disciplinary Leadership Office team, including regular one to one meetings, setting objectives and conducting annual appraisals with each individual.

**Other**

- Manage operational projects and provide project support in the above areas as required
- Oversee internal communications relating to operational activities
- Review and identify improvements to practice across the whole Leadership Office team to ensure that it is meeting Knowledge Management and Records Management requirements.

This is an evolving area of our organisation and the post-holder will be expected to be flexible and willing to take on other tasks of a similar level as required.

Hours of work:	Full time plus on-call for urgent issues (part time with minimum of 30 hours over 5 days considered)
Salary Range:	Grade 6 (£45,598 – £52,730)

**Personal Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Proven track record of delivering a varied operational management or similar role (office-based)</li> <li>• Proven ability to plan strategically and drive forward multi-team initiatives</li> <li>• Proven track record of line managing a multi-disciplinary team</li> <li>• Experience of writing reports and other organisational documents</li> <li>• Health &amp; Safety management</li> </ul>	<ul style="list-style-type: none"> <li>• Premises/facilities management</li> <li>• Records Management/ Knowledge management</li> <li>• Financial procedures management</li> <li>• Risk management development and monitoring</li> <li>• Project management</li> </ul>
<b>Qualities and Attitude</b>	<ul style="list-style-type: none"> <li>• High degree of confidentiality, discretion and integrity</li> <li>• Resilient and able to balance a diverse workload</li> <li>• Ability to operate effectively at all levels of the organisation</li> <li>• Proactive in a fast paced changing environment</li> <li>• Excellent analytical and problem solving skills</li> <li>• Forward-thinker with excellent planning skills</li> <li>• Ability to understand organisational strategy and to contribute to delivering it</li> <li>• Excellent line management skills with the ability to manage and motivate a team</li> <li>• Hands-on approach, friendly and team orientated</li> <li>• Excellent interpersonal skills</li> <li>• Excellent written and oral/telephone communication skills</li> <li>• Collaborative, outcomes-focused approach</li> <li>• High level of accuracy and attention to detail</li> <li>• Enthusiastic and motivated</li> <li>• Self-starter, driven to deliver – flexible and proactive, able to work autonomously when required, willing to learn new skills</li> <li>• Excellent time management</li> <li>• Regularly evaluates own achievements towards continuous improvement</li> </ul>	
<b>IT/Product Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of Microsoft Windows and Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)</li> </ul>	<ul style="list-style-type: none"> <li>• MS SharePoint</li> <li>• MS Dynamics</li> <li>• MS Office 365</li> </ul>

**Prepared by:**

Name:	Sarah Liddell, Head of Leadership Office	Date:	January 2018
-------	--	-------	--------------