

## JOB DESCRIPTION

**Job Title:** Operations Manager

**Accountable to:** Head of Operations

**Contract Length:** Permanent

**Hour per week:**  
35

**Weeks per  
year:** 52

**Salary:** £48,534 - £56,925

**Grade:** 6

**College/Service:** Research Knowledge Exchange  
and Enterprise

**Location:** UAL, 272 High Holborn

### **Purpose of Role:**

Reporting to the Head of Operations, the Operations Manager is responsible for the design, implementation and management of all systems and processes that support the Awarding Body's core business, from student registration through to certification. They advise the Head of Operations and Senior Management Team on all matters relating to learner management systems, assessment systems and operational processes.

They use their decision making skills and expertise to update, maintain or replace existing processes and systems which will directly impact the running of the Awarding Body operations as a whole and its success in the awarding of over 55,000 students every year. They employ their expert knowledge of the sector's regulations and current technologies to create innovative and appropriate solutions which benefit the Awarding Body and its customers.

The post holder will be expected to maintain high professional standards, manage confidential information with integrity, and work effectively with staff at all levels both internally across the University of the Arts London, and externally with customers and stakeholders.

### **Duties and Responsibilities**

## **Management**

- To line manage the Operations Coordinator, the Operations Data Analyst and the Senior Quality Officer (Operations)
- To review the Operations team structure and monitor its effectiveness to support the changing needs of the business
- To manage own team effectively to deliver challenging targets through the use of annual objectives, annual appraisals, team meetings, one to one meetings and other management tools as appropriate
- To advise the Head of Operations on all logistical and operational aspects of the business
- To manage finance processes to ensure that expenditure is monitored and the budget adhered to.
- To be responsible for the annual programme of training and development for the Operations Team
- Deputise for the Head of Operations in their absence

## **Annual cycle – Operations**

- To manage the awarding body's operational systems and processes to successfully deliver the annual cycle of registrations, external moderation and external assessment, results processing and certification for all UAL Awarding Body qualifications
- To make decisions that support all aspects of operational delivery to support business as usual activity
- To hold and maintain a high level of expertise of regulatory requirements (including Ofqual, CCEA, Quals Wales, DfE) and ensure that operational systems and processes deliver ongoing compliance
- To hold and maintain a high level of expertise in data compliance legislation and to ensure all data is managed in accordance with GDPR requirements and those of the University
- To develop and maintain a high level of expertise of all UAL Awarding Body qualifications, products and services
- To allocate and review the Operations budget forecasts.

## **Systems and project management**

- To lead on all systems and processes so that they are fit for purpose, robust, tested and auditable and meet or exceed operational and compliance requirements
- To lead on the development of new or existing IT systems to support new business models and products.
- To make decisions for the continuous innovation, enhancement and development of sustainable UAL Awarding Body wide systems that meet the changing needs of the business
- To identify, project manage and implement new opportunities for operational enhancement
- To manage the contractual relationships with external suppliers and service providers
- To maintain expertise in the field of learner management system and assessment delivery.
- To manage the procurement of new IT systems or the development.
- To hold expert knowledge of the qualification awarding sector to convey complex information to UAL procurement and legal teams to ensure contracts are fit-for-purpose.

## **Business information and data**

- To lead on the analysis and development of data products that support the Awarding Body, such as dashboards, reports, and data visualisation products.
- To manage the production and delivery of robust and accurate mandatory data returns to the

DfE, Ofqual, CCEA, Qualifications Wales, UCAS and the Learner Record Service

- To manage the production and delivery of robust and accurate business information and data for the awarding body's teams, including the Senior Management team, the Business development team, the Qualification development team, the Academic Standard team and the Quality and Enhancement team.
- To manage the production and delivery of robust and accurate benchmark data for centres
- To manage the production and delivery of robust and accurate to the external certificate printing service provider

#### **Customer service**

- To lead the Operations Team to provide a first-class customer focussed service to approved centres, staff and students
- To use expertise and knowledge of the awarding body sector to develop appropriate Service Level Agreements and metrics for determining the efficiency and effectiveness of systems and processes and to monitor and report of their effectiveness.
- To lead the Operations Team to develop and maintain excellent working relationships with centre staff and external suppliers
- To occasionally travel to approved centres to address operational matters and to maintain strong working relationships
- To represent the Awarding Body at its conferences and events
- To plan, design and deliver the annual conference for centre operations staff.

#### **Collaboration**

- To chair the Operations Steering Group
- To make decisions and contributions at the Assessment Steering Group and Quality Steering Group, and other groups and meetings as required, to ensure UAL Awarding Body processes are practicable for the awarding body, centres and third parties.
- To work collaboratively with the Associate Dean of Academic Standards and Chief Examiners
- To work collaboratively with the managers from other teams and actively contribute to the manager's group.
- To work collaboratively with the Quality Assurance and Enhancement Manager.

#### **General**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with

whom regular contact is required.

- Head of Operations, UAL Awarding Body
- Senior Quality Officer (Operations)
- Operations coordinator
- Operations Data Analyst
- Quality Assurance and Enhancement manager
- Qualifications Development manager
- Business Development manager
- Centre Monitoring and Compliance manager
- Associate Dean of Academic Standards, UAL Awarding Body
- External service providers

### **Specific Management Responsibilities**

**Budgets:** As allocated

**Staff:** Senior Quality Officer (Operations), Operations Coordinator, Operations Data Analyst

**Other** (e.g. accommodation; equipment): NA

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### Person Specification

Specialist Knowledge/ Qualifications

A-level or equivalent

Demonstrable experience of logistical planning and project management. Working to demanding timeframes and quality standards

Demonstrable experience of innovation and systems improvement within a dynamic business environment

Experience of working for an Awarding Organisation or within a regulated framework is desirable

Experience of working with a risk management system is desirable

Experience of configuring and using a Learner Management System (LMS) to manage the recording of student registrations, achievements and awards, or a similar database system

Experience of working with the Microsoft Office Suite of applications on a daily basis

Advanced IT skills – particularly in relation to statistical analysis using MSEXcel or similar data/statistical analysis applications

Experience of recruiting, managing, developing and inspiring a high performing team

Experience of producing clear, concise and accurate reports for senior management

	<p>Experience of working across multiple strands of work to demanding timeframes</p> <p>Experience of developing and maintaining relationships with external professional communities</p> <p>Experience of working to a set budget and basic financial planning experience.</p> <p>Experience of contract management and working with service level agreements.</p>
Communication Skills	<p>Is able to communicate clearly, concisely, unambiguously and professionally both orally and in writing.</p> <p>Can understand, and explain to the layman, technical terms commonly in use in their own area of work.</p> <p>Has an understanding of and experience in dealing with confidential matters appropriately and according to policy and procedure.</p> <p>Is able to communicate with internal colleagues and external customers at different levels of seniority appropriately, providing outstanding customer service.</p>
Planning and Managing resources	<p>Has a sound logistical background with experience of project planning and contingency management. A project management qualification such as Prince 2 or an APM Diploma is desirable.</p> <p>Is able to accurately and realistically plan, prioritise and organise their work and the work of others to achieve objectives within set timeframes and to requisite quality standards.</p>
Teamwork	<p>Supports fellow UAL staff and works collaboratively within a team for the common good, yet is able to lead effectively.</p> <p>Where appropriate works collaboratively across departments and with different professional groups.</p>
Student Experience or Customer Service	<p>Is able to identify with the customer and understand the customer viewpoint.</p>

	<p>Exhibits a positive 'can-do' helpful attitude.</p> <p>Demonstrates a clear understanding of what differentiates first –class customer service.</p> <p>Deals with demanding customers in a positive, supportive manner and communicates in a professional manner at all times.</p>
Creativity, Innovation and Problem Solving	<p>Generally curious and seeks to identify potential problems and opportunities for improvement.</p> <p>An eye for detail and a desire for accuracy.</p> <p>Uses initiative to identify and address potential problems, implementing appropriate preventative measures where possible or uses creativity to resolve issues.</p> <p>Is prepared to listen to and evaluate suggestions from others and is able to contribute original solutions; escalating to a senior manager if the issue is complex or requires a decision outside their remit.</p>