

**University of  
Northampton**

# **Operations Manager**

## **Job Description**



# **Job Title: Operations Manager**

## **Grade: 8**

### **Responsible to: Associate Dean, Faculty of Health, Education & Society**

## **Overall Purpose**

To provide operational leadership and management of the Competence Test Centre (CTC) ensuring the requirements of the Nursing Midwifery Council (NMC) contract are met and the CTC operates at its maximum capacity.

This includes ensuring efficient operational delivery of the Test of Competence and enabling the Clinical Manager and associated clinical staff to deliver a high-quality Test of Competence assessment; leading and managing the work of administrative staff; and engaging in the identification, development and delivery of associated funding income opportunities.

The Operations Manager will act as the primary interface between the Competence Test Centre (CTC) and the Professional services of the University as well as NHS Trusts and the NMC. They will ensure an excellent customer service journey is provided for all candidates and organisations, in particular associated professional bodies. Working with the Clinical Manager, they will lead and manage all aspects of the NMC contract to ensure SLAs and KPIs are met.

The Operations Manager will provide excellent and effective leadership that will guarantee the successful management and overall development of business administration within the CTC ensuring all activities and initiatives undertaken complement the overall direction and goals of the University's strategy.

The post holder will be expected to work in partnership with the strategic lead, clinical manager and the CTC leadership team to provide leadership cover for the CTC.

## **Core People Management Duties & Responsibilities**

- Manage performance and behaviour (including the PDR and the Probation period) of team on an ongoing basis
- Monitor leave and absence of the team on an ongoing basis. Approve annual leave requests, manage poor attendance and support staff with ongoing ill health issues
- Monitor and approve development opportunities to meet changing needs of the University and personal development
- Communicate effectively at all levels, ensuring relevant information is cascaded to the team and allow for two-way communication including team meetings and 1-2-1's
- Foster wellbeing of team members ensuring maintenance of work life balance, adherence to Working Time Regulations and providing opportunities for staff to raise issues e.g. through regular 1-2-1 meetings

- Plan resources to ensure adequate coverage to meet the needs of the service whilst recognising employee wellbeing
- Undertake all aspects of recruitment in accordance with University policy and procedure, for both within the team and supporting other departments and faculties across the University
- Undertake investigations and undertake role of hearing manager in cases of disciplinary and grievance for employees across the University in line with University Policy and procedures

## **Principal Duties and Responsibilities**

- Support the faculty Deanery and Competence Test Centre Clinical Manager in delivering high quality and purposeful operational activities in line with contractual agreements with external clients
- Manage all operational procedures and processes relating to the CTC in line with professional body requirements, the Faculty and the University developments
- Work with the CTC Clinical Manager to manage existing contracts and SLA's ensuring the University meets all expected KPI's and delivery requirements
- Manage the production and delivery of submission of bids and tenders within the CTC, ensuring the participation of appropriate academic staff and engagement of centralised professional services e.g. finance
- Effectively implement new contracts aligned with the CTC
- Monitor optimal income generation of the CTC and work with the clinical manager and the Deanery to identify opportunities for further growth, partnership, consultancy and income generation to provide commercial sustainability
- Effectively develop, monitor and manage practices, processes and systems to ensure lean management that supports the test of competence, ensuring compliance with the University's quality assurance requirements and the contractual obligations
- Support the Dean in ensuring that all appropriate institutional policies and procedures are implemented, and that all legislative requirements are met, particularly in respect of human resources, equality and diversity and health and safety in the CTC
- Ensure quality assurance processes are reviewed and implemented with clear communication to all relevant stakeholders
- Be responsible and accountable for the effective planning, implementation, organisation and control of the administration support functions, including IT systems, records, protocols, policies and procedures, ensuring they are fit for purposes, cost effective and subject to regular review, in line with contractual requirements
- Undertake and lead on improvement projects contributing to overall operational efficiency and quality improvement in candidate experience
- Identify, develop, manage and strengthen good relationships with existing stakeholders, colleagues, clinicians, employers and candidates undertaking the OSCE to meet the NMC contract requirements
- Collaborate with and support other CTCs in the UK to ensure operational harmonisation
- Represent the Faculty of Health Education & Society's Competence Test Centre at the highest levels within the public sector, HEI's and other NHS Trusts/Agencies
- Work with the CTC Clinical Manager, producing high level reporting and budget responsibility to the Dean, Director of Enterprise and Income and the partner regulatory professional body
- To support the clinical manager in managing the budget and financial aspects of the CTC in line with NMC contract and University requirements working with the Dean, Director of Enterprise

and income and Faculty Accountant

- To lead, co-ordinate and be accountable for the work of the operations team
- Line manage all operations team staff within the CTC ensuring the delivery of processes and outcomes for the CTC/Faculty including the following duties and responsibilities:
  - I. Manage Performance and Behaviour (including the PDR and the Probation period)
  - II. Monitor Leave and Absence
  - III. Monitor and approve development opportunities.
  - IV. Communicate effectively.
  - V. Foster wellbeing
  - VI. Plan resources (human and capital)
  - VII. Undertake all aspects of recruitment.

## **Generic Duties and Responsibilities**

- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the line manager.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

# Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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## Qualifications

1	Hold a degree or equivalent qualification or significant experience in either project, commercial and/or business operational management	Essential	Application
2	Hold a relevant professional level qualification in either: administration business or commercial management	Desirable	Application

## Skills, Knowledge and Experience

3	Experience in developing and managing administration and operational processes	Essential	Application Interview
4	Line management experience and experience of leading/mentoring teams effectively	Essential	Application Interview
5	Experience of leading and contributing to successful service delivery; showing initiative in improving service delivery to meet the needs of "customers" and key stakeholders	Essential	Application Interview
6	Excellent interpersonal and communication skills; ability to analyse data and communicate complex information effectively by a range of modes and methods appropriate to different internal and external colleagues and stakeholders	Essential	Interview
7	Evidence of successful project management	Essential	Application Interview
8	Structured approach to problem analysis and problem solving	Essential	Interview
9	Experience of working with a range of health professionals, regulatory bodies or organisations subject to significant legislation/regulation	Desirable	Application
10	Evidence of income generation and supporting the processes to deliver strategy related outcomes	Essential	Application Interview
11	An understanding of the external health/and or education environments and impacts this could have	Desirable	Application Interview
12	Excellent organisational and forward planning skills to simultaneously manage complex tasks and ensure that deadlines are met.	Essential	Interview

13	Experience of stakeholder engagement and management	Essential	Application Interview
14	Demonstrate an understanding of HR policies and procedures	Essential	Application
15	Ability to identify and undertake vital conversations appropriately and performance manage	Essential	Application Interview
16	Ability to delegate appropriately	Essential	Application Interview

### **Personal Qualities**

17	Ability to work independently and as part of a team	Essential	Application Interview
18	Excellent communication skills	Essential	Application Interview
19	Good IT skills	Essential	Application Interview
20	Ability to adapt to organisational change & technological advances in the workplace	Essential	Application Interview
21	Persuasion and negotiation skills	Essential	Application Interview
22	Integrity and professionalism, demonstrating a commitment to ethical standards, confidentiality, and the University's values of inclusivity, trust, sustainability and aspiration	Essential	Application Interview