Job Description

Job title	Assistant Operations Manager (MBA)
Department	WBS
Grade	6

Job purpose (a brief summary of the role)	The Assistant Operations Manager (MBA) supports the CareersPlus & Employer Relations team by providing a high quality and consistent experience to all our internal and external stakeholde rs, including employers, students and faculty. You will be responsible for shaping and delivering a comprehensive timetable of CareersPlus & Employer Relations activities organised by the MBA Careers Team. You will support the team in identifying and delivering projects in line with the CareersPlus & Employer Relations' strategy and will provide events support for high-profile, cross-sector events run by the team. You will also lead on the operational execution of the Student Consultancy Project process for MBA students. This role will involve working closely with all internal and external stakeholders therefore, strong communication and influencing skills are essential, along with strong project management skills, data skills and good process/procedure acumen.
Duties and responsibilities	**Operational Projects** • Lead on key events and operational projects for CareersPlus & Employer Relations, ensuring it is in line with strategy and planned in a timely way. • Responsible for operationalising a high quality and consistent customer experience for internal and external stakeholders in collaboration with Careers Managers and Relationship Managers. This will include the coordination of events, projects and external speakers. • Plan and deliver effective administration and operational support for the CareersPlus & Employer Relations activities including; raising contracts & expense claims with guidance from the Operations Manager. • Undertake projects for the CareersPlus & Employer Relations Team which could encompass activities throughout the entire student lifecycle. • Support the Managers with monitoring the CareersPlus & Employer Relations budget. **Process Improvement Activities** • Support the CareersPlus & Employer Relations Team in the continuous improvement of processes and procedures, including data management for the newly implemented WBS Careers Management System (CMS). • Champion and drive operational excellence in all areas of the CareersPlus & Employer Relations Team. • Ensure the effective sharing of good practice across the CareersPlus & Employer Relations Team, and to learn from excellence elsewhere in the School, wider University and relevant sector experts. **Collaborative Activities** • Effectively liaise with teams and departments across the School and University, as well as relevant external bodies and employers, in order to achieve the effective delivery of Careers & Employer Relations services.

	• Contribute to the work of relevant meetings in the CareersPlus & Employer Relations Team by providing information and reports as requested. • To collaborate with other Sections within the School, as well as relevant external bodies and employers, to support operations in the CareersPlus & Employer Relations Team. **Data Management/Analysis** • Responsible for generating and analysing CareersPlus & Employer Relations data to assist with relevant activity and ensure all dashboards remain up to date. • Provide ad hoc data gathering and analysis support for the CareersPlus & Employer Relations ER team. • Responsible for keeping any CRM/CMS systems relevant and up-to-date. • Responsible for sharing careers destination data, brochures and webpage content with the CareersPlus & Employer Relations team. • Support any other projects as deemed appropriate that relate to the CareersPlus & ER strategy. **Line Management** • Line management of a small team of Coordinators. • Act as first point of contact for operations activity as required, including deputising for the Operations Manager in their absence.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Good honours degree, or substantial directly relevant work experience.	A
E2	Significant experience in an operations role in a higher education institution or in a corporate environment, with a strong customer service background.	A,C & D
E3	Experience of organising events or employer activities in higher education or in a corporate environment.	A,C & D
E4	Experience in team leadership and management, including recruitment, induction and training.	A & C
E5	Excellent written and oral communication skills, and able to work effectively and efficiently under pressure, whilst managing competing priorities.	A,C & D
E6	Ability to identify and analyse complex organisational problems and to develop appropriate/innovative solutions.	A,C & D
E7	Ability to build relationships, negotiate, and lead colleagues through change/new processes and systems with demonstrable influencing skills.	A,C & D
E8	Excellent project management skills, with a proven ability to forward plan, manage and steer both external and internal projects.	A,C & D
E9	Ability to operate effectively as team leader, team member or, independently: to initiate and delegate; maintain flexibility and deal appropriately and sensitively whilst negotiating complex issues.	A & C
E10	Competent at using office software packages including Word, Excel, PowerPoint, and the use of relational databases in an organisational context.	A & C
E11	Proficient in managing and analysing datasets to inform operational decisions. Able to extract, manipulate, and visualise data, including identifying trends, generating insights, and presenting findings to stakeholders in a clear and actionable manner.	A & C
E12	Experience of operating and controlling budgets.	A & C
E13	Ability to undertake required out-of-hours working including regular visits to off-campus teaching venues.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Project Management (Prince 2 or PMP),CIPD or CIM.	A