Project and Operations Manager (Maternity cover, part-time 30 hours per week)
IfM Education and Consultancy Services Ltd (IfM ECS)

Role Summary

IfM ECS works with companies, policymakers and other universities to put new ideas from the Institute for Manufacturing into practice. We do this through consultancy, executive and professional education, events and open courses.

The Project and Operations Manager’s primary responsibilities are to provide company-wide operational and people support, to manage and maintain business systems and to oversee consultancy project support, particularly with regard to quality assurance.

- **Operational Support**
  Responsibility for overseeing HR administration and employee wellbeing initiatives. Maintaining a good working knowledge of data protection and GDPR legislation and acting as a first point of contact for data protection queries. Providing Board and governance support to the company as required. Supporting the development and testing of business processes, procedures, and their delivery. Project management of operational projects.

- **Management of the CRM and other systems**
  Responsibility for the continued management and maintenance of the CRM, Qualtrics and Moodle systems, ensuring accurate and current data is available. Act as an ‘expert user’ and being prepared to offer training and support to other users. Working with other team members to enable or maintain CRM integration with other systems as needed. Occasional development (via a third party developer.)

- **Consultancy Support**
  To oversee IfM ECS customer-facing administration and provide support for consultancy engagements. Deployment and execution of quality assurance processes, working with other ECS teams to ensure good quality consultancy standards.

The role reports to the Chief Operations Officer and line manages the Senior Office Administrator (Operations and HR)

The Project and Operations Manager will be employed by IfM Education and Consultancy Services in the Operations Support Team, normally based in the Alan Reece Building, Charles Babbage Road, Cambridge. The team is made up of the Project and Operations Manager and the Senior Office Administrator (Operations and HR) and is responsible for providing administrative support to ECS’ employees and consultants. The team are also responsible for managing the ECS office and facilities and facilitating communication through meeting coordination.
This role is part-time (30 hours per week) and is paid £37,500 FTE (based on a 37.5hr working week) plus benefits including health insurance.

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<th>Aims</th>
<th>Activities</th>
<th>Time</th>
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| **Operational Support**       | Work with COO and Senior Office Administrator to support HR activities and oversee HR administration and employee wellbeing initiatives. Maintain an awareness of HR topic awareness and keep up to date with relevant legislation changes where appropriate.  
Develop and maintain a relationship with external HR advisors  
Oversight of the Breathe HR software system and employee benefits portal.  
Work with the COO to manage the employee handbook.  
Monitoring and evaluating admin and HR processes to ensure effectiveness, making recommendations if needed. Encouraging an environment of continuous improvement  
Line management of the Senior Office Administrator | 50%  |
| **Oversight of GDPR**         | Working with the CFO to be the first point of contact for GDPR queries providing advice to colleagues where needed.  
Management of privacy policies and maintaining an awareness of the latest GDPR and data protection news and information, communicating any new requirements to COO/CFO as necessary.  
Work with the CFO to deal with any data protection issues and FOI or SAR requests.  
Develop and maintain a relationship with GDPR experts within the University. |      |
| **Management of Operational Projects** | Management of operational projects and administration of Click Up management project management software tool  
Support operational aspects of IT migration. |      |
| Board and Governance Support | Work with COO and Senior Office Administrator to identify and rectify office management and capacity planning issues.  
Work as part of the ‘Digital on a Shoestring’ project, offering support as required.  
Arrange and support company Board meetings, including paper distribution, minute taking, approval and distribution.  
Support of relevant sub-committees.  
Maintain an understanding of corporate governance and best practice in support frameworks, working with COO as required |  |
| Management of the CRM and other systems | Maintain QA surveys and reporting capabilities on Qualtrics  
Maintain the IfM ECS Moodle site, ensuring content is current and responding to Consultancy Associate feedback  
Manage and maintain the CRM system, working with the Marketing Officer to ensure accurate and current data is available. Be an expert user of the CRM system and stay up to date with new features and developments from Sugar.  
Working with the COO, Marketing Manager and Manager, Event Programmes to provide reports and data to drive continuous improvement projects. Liaison with an external agency to enable CRM development as needed. Overseeing the data management of the system to ensure GDPR compliance. | 25% |
| Consultancy Support | Maintaining an overview of all consultancy proposals, ensuring relevant information is added to Sugar. Document management Maintain a proactive overview of all consultancy activities throughout the sales cycle. Understanding the Consultancy Associate contract.  
Manage workshop, project and client feedback and ensure that QA procedures are being followed appropriately, work with the CEO to highlight and understand any quality issues.  
Deployment and execution of QA and impact processes, including document management, templating/client reports and reporting for QA monitoring and Consultancy Associate contract review. | 25% |
Work with the Senior Office Administrator to manage online meeting software needed for consultancy engagements

We are looking for candidates with the following skills and attributes:

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<th>Qualifications</th>
<th>Relevant degree or equivalent experience</th>
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<tr>
<td>Demonstrable experience</td>
<td>HR and/or office management experience Business process evaluation, implementation and improvement Board and governance support Project management Responsibility for the effective operation of systems, acting as an expert user (Desirable) Line management</td>
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<td>Knowledge</td>
<td>Understanding of HR principles Working knowledge GDPR and Data protection legislation Managing and maintaining data in a CRM database (Desirable) Working knowledge of quality assurance principles (Desirable)</td>
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<td>Skills</td>
<td>Excellent interpersonal skills Project management Data management Excellent attention to detail</td>
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<td>Attributes</td>
<td>Discreet and able to keep confidentiality Collaborative Patient and calm under pressure Enjoys problem solving Confident and positive Diplomatic and flexible</td>
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To apply for this role, please send your CV and covering letter to: Alison Martin, Senior Office Administrator, Operations & HR ecs-admin@eng.cam.ac.uk

The closing date is 1 March 2021.