

Project and Operations Manager (Maternity cover, part-time 30 hours per week, 6-month contract)

IfM Engage Ltd, Institute for Manufacturing

IfM Engage 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 operations and people support, to manage and maintain business systems and to oversee consultancy project support, particularly with regard to quality assurance. The operations team provide operations expertise, HR and administrative support to the Company and are responsible for managing the IfM Engage office and facilities and facilitating communication through meeting coordination.

- **Operational and people support**

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. Responsibility for overseeing HR administration and employee wellbeing initiatives. 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 Sugar CRM, Qualtrics and Moodle, ensuring accurate and current documentation and data is available. Act as an 'expert user' and being prepared to offer support to other users. Working with other team members to enable or maintain CRM integration with other systems as needed.

- **Consultancy support**

To oversee IfM Engage's client-facing administration and provide support for consultancy engagements. Working with the Solution Development Administrator to improve and deploy quality assurance processes, working with other IfM Engage teams to ensure good quality standards.

The role reports to the Chief Operations Officer and line manages the Senior Office Administrator (Operations and HR) and Solution Development Administrator (to be recruited).

This role is part-time (30 hours per week) and is paid £38,000-£42,000pa (based on a 37.5hr working week) plus benefits including health insurance.

Aims	Activities	Time
Operational and People Support	<p>Work with COO and Senior Office Administrator to support HR activities and oversee HR administration and employee wellbeing initiatives. Maintain an awareness of HR topics and keep up to date with changes to relevant legislation where appropriate.</p> <p>Develop and maintain a relationship with external HR advisors.</p> <p>Oversight of the Breathe HR software system and employee benefits portal.</p> <p>Work with the COO to manage the employee handbook and people-related policies.</p> <p>Monitoring and evaluating admin and HR processes to ensure effectiveness, making recommendations if needed. Encouraging an environment of continuous improvement.</p> <p>Line management of the Senior Office Administrator and Solution Development Administrator.</p>	50%
Oversight of GDPR	<p>Working with the CFO to be the first point of contact for GDPR queries providing advice to colleagues where needed.</p> <p>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.</p> <p>Work with the CFO to deal with any data protection issues and FOI or SAR requests.</p> <p>Develop and maintain a relationship with GDPR experts within the University.</p>	
Management of Operational Projects	<p>Work with colleagues across the organisation to understand and evaluate business processes and the systems that support them with a view to ensuring new and legacy systems work effectively to support IfM Engage's needs.</p> <p>Management of operational projects and administration of Click Up project management software tool.</p>	

	Work with the COO and Senior Office Administrator to identify and rectify office management and capacity planning issues.	
Board and Governance Support	<p>Arrange and support company Board meetings, including paper distribution, minute taking, approval and distribution.</p> <p>Support of relevant sub-committees.</p> <p>Maintain an understanding of corporate governance and best practice in support frameworks, working with COO as required.</p>	
Management of the CRM and other systems	<p>Oversee QA surveys and reporting capabilities on Qualtrics.</p> <p>Responsibility for the Company's document sharing platform, Moodle, ensuring the content is current and accurate, particularly for the Industrial Associates, who are based off site.</p> <p>Manage and maintain Sugar CRM, working with the Marketing team to ensure accurate and current data is available.</p> <p>Working with the COO, Marketing Manager and Event Programme Manager 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.</p>	25%
Consultancy Support	<p>Maintaining an overview of all consultancy proposals, ensuring relevant information is added to Sugar CRM. Responsibility for documentation and files relating to consultancy projects.</p> <p>Maintain a proactive overview of all consultancy activities throughout the sales cycle. Understanding the Consultancy Associate contract and facilitating clear communication with Industrial Associates, including the practitioner handbook.</p> <p>Manage client feedback and ensure that QA procedures are being followed appropriately, provide quarterly analysis and work with the CEO to highlight and understand any quality issues.</p> <p>Deployment and execution of QA and impact processes, including document management, templating/client reports and reporting for QA monitoring and Consultancy Associate contract review.</p>	25%

	Work with the Senior Office Administrator to manage online meeting software needed for consultancy engagements.	
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We are looking for candidates with the following experience, skills and attributes:

Qualifications	Relevant degree or equivalent experience
Demonstrable experience	<ul style="list-style-type: none"> Project management Business process evaluation, implementation and improvement HR and/or office management experience Board and governance support Responsibility for the effective operation of systems, acting as an expert user (Desirable) Line management
Knowledge	<ul style="list-style-type: none"> 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)
Skills	<ul style="list-style-type: none"> Excellent interpersonal skills Project management Data management Excellent attention to detail
Attributes	<ul style="list-style-type: none"> Discreet and able to keep confidentiality Collaborative Patient and calm under pressure Enjoys problem solving Confident and positive Diplomatic and flexible

To apply for this role, please send your CV and covering letter to:

Alison Martin, Senior Office Administrator, Operations & HR ifm-engage@eng.cam.ac.uk

The closing date is 17 September.