

## **Project and Operations Manager (Maternity cover, part-time 31 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 support, to manage and maintain business systems and to oversee consultancy project support, particularly with regard to quality assurance.

- **Operational Support**  
Responsibility for supporting the development and testing of business processes and procedures and their delivery. Deployment and execution of quality assurance processes. 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. Occasional development (via a third party developer.)
- **Consultancy Support**  
To oversee IfM ECS customer-facing administration and provide support for consultancy engagements, including the management of transcription and proofreading services. Working with other ECS teams to ensure good quality consultancy standards.

### **Reporting and Support**

This role will:

- Report to the Chief Operations Officer
- Work in conjunction with the Solution Development team
- Line manage the Operations & HR Administrator

### **The Operations Team**

The Project and Operations Manager will be employed by IfM Education and Consultancy Services in the Operations Support Team, based in the Alan Reece Building, Charles Babbage Road, Cambridge.

The team is made up of the Project and Operations Manager and the Operations & HR Administrator 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 (31 hours per week) and is paid £37,500 FTE plus benefits. The closing date is Wednesday 28<sup>th</sup> November.**

Aims	Activities	Outputs
<b>Operational Support</b>	<p>Monitoring and evaluating admin processes to ensure effectiveness, making recommendations if needed. Encouraging an environment of continuous improvement.</p> <p>Maintain a proactive overview of all consultancy activities throughout the sales cycle. Understanding the Consultancy Associate contract.</p> <p>Deployment and execution of new QA and impact processes, including document management, templating/client reports and reporting for capability development and Consultancy Associate contract review.</p> <p>Management of operational projects.</p>	40%
<b>Management of the CRM and other systems</b>	<p>Management of systems (Qualtrics, Remark) for consultancy feedback</p> <p>Management of the ECS Moodle site, adding relevant resources and communicating as needed</p> <p>Manage and maintain the CRM system, working with the Marketing Officer to ensure accurate and current data is available.</p> <p>Working with Solution Development and the CEO on sales forecasting using Sharpcloud. Become an expert user and provide support for other users</p> <p>Be an expert user of the system and stay up to date with new features and developments from Sugar.</p> <p>Serve as an advocate for user feedback to improve systems and procedures in the CRM and implement any developments as required.</p> <p>Provide training as necessary and be a point of contact for support for system users</p>	30%

	<p>Working with the COO, Marketing Manager and Manager, Event Programmes to provide reports and data to drive continuous improvement projects</p> <p>Liaison with Enable IT on CRM development as needed</p> <p>Maintain QA surveys on Qualtrics and Remark. Expand reporting capabilities on Qualtics</p> <p>Maintain the IfM ECS Moodle site, ensuring content is current and responding to Consultancy Associate feedback</p>	
<p><b>Consultancy Support</b></p>	<p>Maintaining an overview of all consultancy proposals, ensuring relevant information is added to Sugar and Sharpcloud.</p> <p>Overseeing pre and post client project support, including transcription management and proofreading providers</p> <p>Development and management of processes needed for overseas support.</p>	<p>30%</p>

### Knowledge, skills and attributes

The Project and Operations Manager will require the following:

<b>Criteria</b>	<b>Standard</b>	<b>Essential/desirable</b>
Qualifications	Relevant degree or equivalent experience	E
Demonstrable experience	Business process evaluation and improvement	E
	Working in a consultancy or sales environment, including working internationally	D
	Business process implementation	E
	Project management	E
	Responsibility for the effective operation of systems, acting as an expert user	E
Knowledge	Managing and maintaining data in a CRM database	E
	Web-based collaborative platforms (Microsoft project, SharpCloud, SharePoint)	D
	Working knowledge of quality assurance principles	D
Skills	Project management	D
	Data management	E
	Working closely with others in a team	E
	The ability to prioritise	E
	The ability to work unsupervised	E
	Attention to detail	E
Personal attributes	Organised	E
	Deadline orientated	E
	Persistent	E
	Patient and calm under pressure	E
	Confident	E
	Self-reliant	E
	Diplomatic and willing to adapt	E