

JOB DESCRIPTION

Job Title: Head of Operations

Reports to: Chief Executive Officer

Salary Band: £80k - £110k

SUMMARY OF THE ROLE

The Head of Operations is a senior leadership role accountable for the successful delivery of operational goals, initiatives and projects for the CCDC. Managing a team that provides business system implementation (CRM, new website, in line with CCDC's digital transformation plan) user support, buildings and facilities management, product management, project management and professional service delivery the Head of Operations will work closely with the Chief Executive Officer and other members of the Executive Management Team (EMT) in order to ensure the Centre's operations run smoothly and in keeping with our charitable aims in the service of the scientific community and for public benefit.

MAIN DUTIES AND RESPONSIBILITIES

Main responsibilities

- Oversee the day-to-day operational activities of the CCDC with the direction of the Chief Executive Officer;
- Provide leadership for the growth, delivery and execution of all professional services;
- Responsible for the running of any building, facility projects, building and facilities improvement plans, and the normal day to day running of the building/workplace;
- Lead project management, ensuring all of the internal work necessary to produce operational excellence is advancing including the delivery of CCDC's digital transformation programme and the deployment of key business systems and their integrations;
- Accountable for the best practice of key business workflows and models and for optimising all business processes electronically, in order to maximise efficiency;
- Liaises with Head of Business Development and Marketing to ensure the delivery of customer facing projects and professional services delivery;

- Works with key internal parties (bus dev, marketing, science, support, IT) and external parties (web design, eComms platform provider, cloud provider, outsourced coding) to completely relaunch and build CCDC's new website inclusive of customer portals, automated support sections, and new and modern representations of all functions and their public facing materials
- Ensures CCDC's full products and services offering in line with the roadmap, as well as all our scientific expertise and accompanying materials are accurately reflected on the new website; and guaranteeing a much improved end user experience
- Liaises with the Head of Software Development, and the Senior Product Manager / Product Management Board to ensure smooth delivery against product & services roadmap
- Review the CCDC business workflows and processes, planning and implementing strategies to optimise them when necessary, and measuring suitable metrics
- Assess and increase the effectiveness and efficiency of product and service delivery to improve and maintain customer satisfaction; including running and analysis of surveys
- Continue to develop a change management framework, and ensure all CCDC changes are implemented in line with principles of good change management
- Take responsibility for business continuity planning, ensuring the CCDC has adequate resources and cover for all its processes

Communication and Information

- Report to and meet with the Chief Executive Officer at a minimum of once per week;
- Communicate and ensure engagement of CCDC operational strategies internally and where appropriate within the CCDC user community;
- Promote the company and its charitable aims within the industrial and academic communities;
- Ensure effective internal communications both within the Operations Team and across the organisation (group-wide) and its different functions.

Financial

- Accountable and responsible for effective financial management, planning and monitoring of the Operations teams;
- Provide monthly information to enable the creation of financial results and forecasts for the above.

Staffing, Management and Resources

- A member of the Executive Management Team (EMT)
- Lead and manage the Operations Management Team (OMT), chairing fortnightly meetings, allocating and monitoring actions, updating EMT with OMT matters;

- Liaise with all functions across the CCDC to improve and further automate processes;
- Manage and interpret activity-tracking solutions and analyse data to develop more efficient ways of working
- Design, establish and evolve dashboards with key metrics, KPIs and business intelligence, regularly shared across the organisation; and ensuring new ways for such sharing of key metrics
- Help drive the CCDC towards becoming an agile organisation, following and embedding the agile mindset, values and principles with staff
- Ensure coordination of more complicated and cross-connected objectives

Policies and Procedures

- Comply with all relevant policies and procedures;
- Complete all documents required by the company policies and procedures.

Other

- Undertake additional tasks and responsibilities as may be reasonably expected of the role and as necessary in order to achieve the objectives of the Operations Team and Product Management Board, Professional Service Delivery and CCDC goals.

PERSON SPECIFICATION

Education, Skills & Knowledge	
Educated to degree level or equivalent	Essential
Project Management qualifications	Essential
A knowledge of Chemistry and/or crystallography	Desirable
Master's degree in business or equivalent experience	Desirable
National General Certificate in Occupational Health and Safety (NEBOSH)	Essential
Excellent written and oral communication skills	Essential
Outstanding interpersonal skills	Essential
A solid grasp of data analytics, performance metrics and reporting	Essential
Knowledge of IT systems and a technical understanding of industry best practices to support the systems team	Essential
Abilities	
Ability to envision and deliver solutions that solve business problems	Essential
Excellent organisational and leadership abilities	Essential
Ability to set and manage priorities judiciously	Essential
Ability to articulate and gain engagement for ideas to both technical and non-technical audiences	Essential
Ability to motivate in a team-oriented, collaborative environment	Essential
Be able to diagnose problems quickly and have foresight into potential issues	Essential

Experience	
Proven experience as Head of Operations, Business Operations Manager or similar leadership role	Essential
Experience with implementing business systems	Essential
Experience with digital transformation, and websites/eCommerce	Essential
Working in an Agile environment	Desirable
Performance and line management of highly skilled teams	Essential
Personal Characteristics	
Self-motivated and able to work independently	Essential
Attention to detail - Quality	Essential
Collaborative	Essential
Team player	Essential
Innovative	Essential
Passionate	Essential
Customer Centric	Essential
Integrity	Essential
Professional	Essential
Accountable	Essential