

Job Description

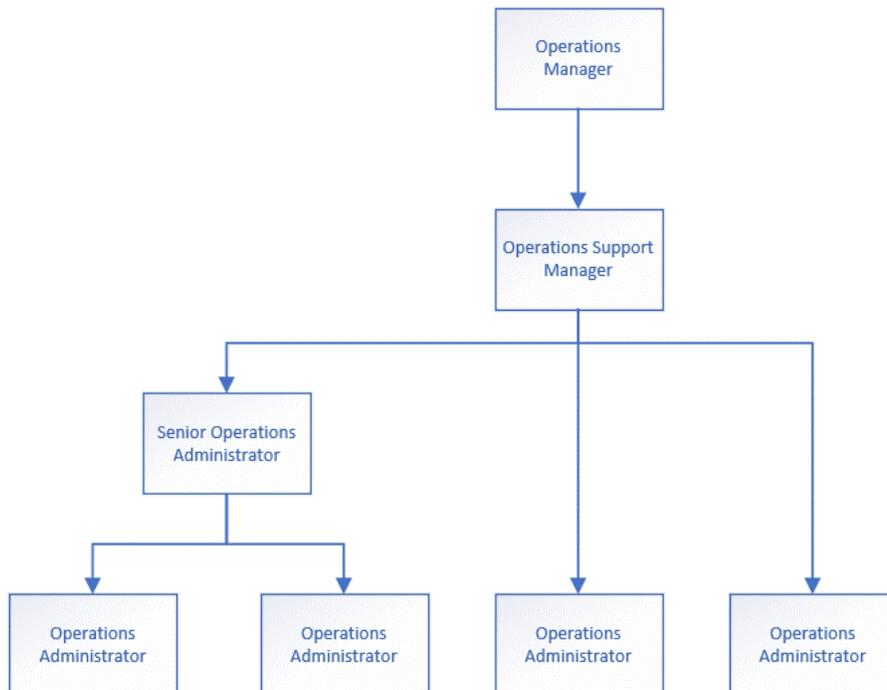
Job Details

Job Title:	Operations Support Manager	Reports to:	Operations Manager
Business Stream:	Cambridge Assessment English (CE)	Department:	CEQ Delivery
Job Number:	TBC	Date:	TBC

Job Purpose

Supporting the business in delivering efficient, effective and customer focused examinations by overseeing the completion of processes relating to the delivery of Cambridge English Qualifications (CEQ) exams. Achieving this through the management of comprehensively documented processes and fully trained direct reports and playing a supporting role in delivering strategic improvements and project work.

Organisation



Principal Accountabilities

Accountability	% of time
<p>Line Management and Overseeing Team Processing</p> <ul style="list-style-type: none"> • Ensuring direct reports complete a variety of documented, business critical processes accurately and within pre-agreed timescales • Overseeing others in their use of a wide range of systems and processing platforms to carry out assigned tasks and ensure the successful delivery of CEQ exams • Using a wide range of systems and processing platforms as required to carry out tasks, complete quality spot-checks, and address internal and external customer queries • Supporting in the definition and implementation of KPI and trend reports on progress to support business compliance and ensure process accuracy • Providing KPI and trend reports on progress as required to other members of management • Ensuring that peak processing periods, bespoke sessions, and projects are suitably planned for and reviewed after • Ensuring that identified issues and risks are accurately recorded, investigated, and suitably mitigated against in a timely manner • Supporting the recruitment, induction, and ongoing training of Operations Administrators and Senior Operations Administrators across CEQ Delivery • Developing direct reports so that they are: <ul style="list-style-type: none"> ○ engaged and strive for excellence in their work ○ empowered to look for their own personal development opportunities ○ able to problem solve and work independently to resolve issues ○ able to effectively prioritise their own workload • Supporting their Senior Operations Administrator as they manage their own direct reports and variety of documented, business critical processes • Appropriately addressing wellbeing, engagement, and performance with direct reports through continuous conversations 	<p>50</p>
<p>Proactive Process Improvements and Project Work</p> <ul style="list-style-type: none"> • Identifying ways of developing the processes the jobholder and their team are responsible for completing, by taking into consideration how to: <ul style="list-style-type: none"> ○ simplify the existing process ○ reduce the amount of time spent processing ○ improve the level of customer service provided ○ increase the accuracy of the output produced • Encouraging their direct reports in their own identification of process improvements • Leading in the implementation of small and medium-scale process improvements • Supporting the jobholder’s line manager in the implementation of large-scale process improvements • Leading in the scoping, testing, and implementation of small-scale projects 	<p>20</p>



<ul style="list-style-type: none"> Supporting the jobholder’s line manager in the scoping, testing, and implementation of medium and large-scale projects 	
<p>Customer Service and Collaboration</p> <ul style="list-style-type: none"> Developing an understanding of CE’s internal and external customers, including what their needs are and how they relate to processes the jobholder’s team is responsible for completing, and ensuring their direct reports share that understanding Ensuring that all communications with CE’s internal and external customers are clear, informative, timely, and relevant to the recipients Establishing and subsequently maintaining constructive working relationships with colleagues within CEQ Delivery, across the organisation, and key external stakeholders Working collaboratively with colleagues within CEQ Delivery, across the organisation, and key external stakeholder to ensure the successful delivery of CEQ exams 	15
<p>Documentation</p> <ul style="list-style-type: none"> Creating and supporting the creation of new Process Flows and Work Instructions to support business compliance and ensure process accuracy Reviewing and updating existing Process Flows and Work Instructions periodically or following a change to systems / processes Signing-off newly created and reviewed Process Flows and Work Instructions once they meet the CEQ Delivery’s documentation standard Identifying areas of improving team documentation so that it becomes more user-friendly and comprehensive Leading direct reports in a thorough bi-annual documentation review 	15

Decisions and Recommendations

Describe what sort of decisions the job holder makes without reference to their manager?

<p>The jobholder will take responsibility for their day-to-day activities and will take decisions regarding:</p> <ul style="list-style-type: none"> Prioritising and scheduling of their own and their team’s day-to-day activities Evaluating when to escalate issues and / or risks The resolution of customer queries / complaints Deviations from standard processing Identified gaps in Process Flows and Work Instructions The wellbeing, personal development, and training of their team members Low and medium impact issues and risks relating to staffing within their team, BAU processes, bespoke projects, and systems / platforms Improvements to existing processes, documentation, and customer communications

Decisions must be referred to the jobholder's line manager where they relate to:

- Identified gaps in Standard Operating Procedures
- High impact issues and risks relating to staffing within their team, BAU processes, bespoke projects, and systems / platforms

Describe what sort of recommendations the job holder makes to their manager and others?

The job holder will make recommendations regarding:

- Potential improvements to Standard Operating Procedures
- Potential resolutions to high impact issues and risks relating to BAU processes, bespoke projects, and systems / platforms
- Team structure, succession planning, and enhancements to existing induction and training plans

Job Dimensions

Financial Dimensions: Please provide the **numbers** that give a picture of the role

Budgets (over which you hold direct or indirect management responsibility. Please exclude headcount)	Income (that role is responsible for delivering or makes direct contribution to delivery of) N/A
	Direct costs (budgets set and controlled by post holder) N/A
	Indirect costs (post holder authorises spending on budget, delegated by budget holder) N/A
	Staff (The number and grades of staff you manage) <ul style="list-style-type: none"> • Up to 3 Senior Operations Administrators (D Grade) • Up to 8 Operations Administrators (C Grade) • Additional flexible workers as appropriate
Other numbers (any financial data that puts the role into context)	N/A

Non-Financial Dimensions: What is the major impact of this job on the business? Please describe both the activity and why it has the impact it has.

The jobholder is responsible for ensuring the timely completion of their own and their team's key tasks, which are crucial to ensuring the successful delivery of Cambridge English Qualifications. Additional to this, they will need to support their line manager in delivering key strategic improvements and project work.

Job Challenges

Describe the most difficult, challenging, or complex part of this job.

This is a semi-autonomous role and the jobholder is expected to lead a Senior Operations Administrator and a team of Operations Administrators who must follow established documentation and procedural guidelines in order to deliver key business processes. Both the jobholder and their direct reports need to be able to complete tasks without close daily supervision.

The jobholder also will need to make decisions in high-pressure situations using their own initiative, including when to escalate queries / concerns to their line manager.

- The jobholder will need to ensure that their direct reports complete assigned tasks accurately and to schedule, as well as consistently completing their own work within strict deadlines. They will need to prioritise / re-prioritise their own and their team's workload, so that issues, unscheduled tasks, bespoke sessions, and project work can be completed without jeopardising the day-to-day priorities of the team whilst supporting the Senior Operations Administrators in doing the same for their direct reports. This requires the jobholder to be able to multitask and show positivity and resilience in the face of change. In addition, the jobholder will be required to tailor their management style and use emotional intelligence in order to get the best out of each of their direct reports, as well as creating a supportive and motivated working environment.
- The jobholder will need to write, review and sign-off compliant and comprehensive documentation within a timely manner, and which meets CEQ Delivery's set standards. In addition, they will need to plan for and lead bi-annual documentation reviews within their team. Deadlines will be tight and standards high, so a rapid yet highly accurate approach is required.
- The jobholder will be expected to understand the requirements of CE's customers and various key stakeholders, in order to deliver the best service possible, and ensure that their direct reports share that knowledge. They will need to efficiently investigate in systems and coordinate with colleagues across the organisation, so that customer queries / complaints can be accurately responded to within pre-agreed timeframes and requests to deviate from standard processing can be suitably evaluated, planned for, and completed without issue.

- The jobholder will be expected to become an expert of their team’s processes and develop a decent understanding of the systems / platforms that these processes take place in. It is essential that they maintain a curious approach in order to identify potential areas of improvement, have a keen eye for detail, be able to think things through logically, and have the confidence to challenge improvements proposed by their direct reports with the aim of verifying their validity.

Knowledge, Experience, and Skills

What qualifications, skills, experience, and behaviours are necessary to perform this job fully and effectively?

IMPORTANT: This information is not necessarily the same as the qualifications held by the current job holder.

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Educated to GCSE level with a Grade C or higher in English and Maths (or equivalent), or have relevant business experience <p>Desirable</p> <ul style="list-style-type: none"> • Educated to A level (or equivalent) • Project management qualification (Prince 2, APM Project Fundamentals, Lean Six Sigma, etc.)
Skills	<p>Essential</p> <ul style="list-style-type: none"> • A high standard of spoken and written English • A logical approach, with good problem-solving skills • A high attention to detail • Good written and verbal communication skills • Intermediate knowledge of Microsoft Office products (Outlook, Word, Excel, and Teams) <p>Desirable</p> <ul style="list-style-type: none"> • Intermediate knowledge of Microsoft Office products (Visio)
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience of and enthusiasm for line management and supporting others • Experience of providing a high level of customer service • Experience of working with multiple processes and systems • Experience of working in a complex and busy office environment • Experience of office administration / data processing • Experience of identifying and implementing process improvements • Experience of supervising a set of documented work processes and procedures • Experience and an understanding of issue and risk management and mitigation



	<p>Desirable</p> <ul style="list-style-type: none">• Experience of line managing other line managers• Experience of proactively managing others through a period of change• Experience of working with SAP• Experience of writing process / training documentation• Experience of following a set of documented processes and procedures• Knowledge of Cambridge Assessment English’s product range
<p>Behaviours</p>	<p>Essential</p> <ul style="list-style-type: none">• Ability to work collaboratively with colleagues (based in Cambridge or overseas)• Ability to work effectively under pressure• Ability to work flexibly and adapt quickly to change• Ability to work independently or as part of a team• Ability to prioritise own / other’s workload effectively and meet challenging deadlines• Ability to take responsibility for assigned tasks and work semi-autonomously• Ability to use emotional intelligence to understand and support direct reports• Ability to motivate and inspire others to overcome challenges• Ability to think strategically

Additional Information

Briefly explain any aspects of this job which you think have not been adequately covered in previous sections and which you feel are important in understanding the job.

IMPORTANT: This section is optional.

Working Pattern

Briefly describe the levels and pattern of workload in relation to the job e.g. are there periods of high workload during certain months where additional and weekend working is required. Are there any periods the job holder may not be able to take leave due to the working pattern?

This role is employed at a standard contract of 36.5 hours a week.

Authorisation

The job description can be completed by either the line manager or job holder and must be agreed with line manager.

Author	
Name:	TBC
Signature:	

Line Manager (If different from the Author)	
Name:	TBC
Signature:	