

<b>Position:</b>	Operations Manager
<b>Reporting to:</b>	Head of Finance & Operations
<b>Type:</b>	Permanent – full time (or 0.8 FTE if preferred by the candidate)
<b>Location:</b>	Hybrid working, with some work required in our head office in Reading (1-2 days/week)
<b>Remuneration:</b>	From £60k, plus benefits

### Principal Duties & Responsibilities

You will oversee the delivery of best practice operational processes across the SUMS Group, to support the effective and efficient delivery of services to our members and clients.

The role includes:

- Ensuring appropriate supporting systems are deployed to support the key processes: identifying requirements and solutions
- Shaping the SUMS IT strategy; incorporating the key aims and needs of the SUMS divisions in a prioritised and affordable plan
- Bridging the gap between technical experts and internal stakeholders
- Identifying opportunities for efficiencies and service enhancement; working with the Head of Finance & Operations to create informed business cases with robust appraisal of investment opportunities
- Leading the delivery of IT and broader Operations projects (e.g., Ms Tenancy migration, Office 365 optimisation, SUMS email migration, CRM, Resource Management), to agreed objectives within agreed timescales
- Managing a fixed-term Project Manager and other resources allocated to specific large-scale projects; overseeing project management, resourcing and organisation
- Ongoing management of SUMS Group-wide supporting systems, assuming SUMS “service owner” responsibilities for outsourced services in accordance with contractual arrangements and agreed SLAs (note some core corporate systems are supported by the University of Reading – Finance, HR and Payroll, and are currently out of scope)
- Contract management of outsourced facilities, including those provided by the University of Reading
- Ensuring compliance with Group-wide operational policies, including for example, Health & Safety (e.g., DSE and broader policies), GDPR, records retention
- Promoting a culture of continuous improvement, proactively seeking out areas for automation and innovation to enhance operational efficiency
- Staying current on emerging technologies and trends to inform compliance with relevant standards and regulations, and to take advantage of new opportunities to improve the efficiency and quality of delivery to members
- Supporting the Head of Finance and Operations in other related areas as may be required.

## The Person

You will be an experienced leader and collaborative team-player, with a demonstrable track record of delivering positive operational change through the implementation of best practice processes and systems. You will have:

- A passion for driving results and improving performance
- Considerable experience in stakeholder engagement and excellent communication and influencing skills
- Expertise in the shaping and delivery of an IT strategy
- Expertise in IT systems project delivery including a solid understanding of core project management principles
- Experience of systems appraisal and selection processes
- Experience of supplier contract management, with a proven track record of ensuring outsourced providers of systems and technical expertise are managed in accordance with agreed SLAs
- A solid understanding of IT and data security best practice and compliance standards
- Excellent problem-solving skills and the ability to simplify unnecessary complexity
- Good data analysis skills, with an ability to assimilate and analyse data to inform decision-making
- Good commercial awareness and financial literacy.

## Benefits

- Flexible working
- Generous holiday allowance of 38 days, including bank holidays and closure days
- Participation in a company pension plan
- A dynamic work environment where new ideas and innovations are welcomed
- Investment in the development of your competencies, with guidance and support
- The opportunity to support a values-focused sector
- Outstanding contributions recognised through a generous bonus scheme.

Please send applications to [sums@reading.ac.uk](mailto:sums@reading.ac.uk) with the role title in the email header.

Applications must include a full CV and a letter of application setting out your interest in the role and details of how your knowledge, skills and experience match the essential criteria (no more than one page of A4).

**Closing Date:** 29<sup>th</sup> January 2024 - applications will be appraised on receipt.