Person Specification

This form lists the essential and desirable requirements needed in order to do the job.
Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Operations Manager

Department/Division: Grantham Research Institute on Climate Change and the Environment (GRI)
Accountable to: Institute Manager

Competency	Criteria	E/D
Knowledge & Experience	• Educated to degree standard or higher, or equivalent experience.	E
	• Degree in organisational planning or psychology	D
	• Significant experience of managing administrative operations across multiple functional areas in higher education, research, or a comparably fast-paced, multi-stakeholder environment.	E
	• Experience of line management/managing a team, setting goals for others and encouraging a positive team working environment	E
	• Experience of coordinating activities across teams or units, managing capacity effectively, ensuring consistent service delivery and alignment of processes.	E
	• Experience of overseeing recruitment processes and advising on HR procedures, ensuring compliance and consistency. Strong IT skills, including proficiency in Microsoft Office and experience using systems to manage operational processes and data.	E
Communication	• Excellent communication skills, with the ability to engage effectively with a wide range of stakeholders, including senior academic and professional services staff.	E
	• Proven ability to present complex information clearly and concisely to support decision-making, including operational and financial information.	E
	• Experience of drafting and reviewing professional documentation (e.g. reports, policies, job descriptions, procedures).	E
	• Proven track record of improving or redesigning services or processes	E

	• Ability to influence and negotiate with stakeholders, using tact and diplomacy to resolve issues and maintain effective working relationships.	E
Planning & Organisation	• Proven ability to plan and oversee service delivery across multiple workstreams, ensuring deadlines and priorities are met. • Ability to manage and prioritise a complex and changing workload, maintaining attention to detail while balancing competing demands. • Experience of identifying operational risks and pressures and taking appropriate action to mitigate them.	E E D
Service Delivery	• Strong commitment to delivering high-quality administrative services, with the ability to monitor performance and implement improvements. • Experience of reviewing and improving processes to enhance efficiency and effectiveness across teams or functions. • Ability to adapt service delivery in response to changing priorities and organisational needs.	E E E
Teamwork and Motivation	• Strong leadership skills, with the ability to motivate, support and develop staff. • Ability to foster a collaborative and inclusive team culture across teams or organisational boundaries. • Experience of coordinating team activity to achieve shared objectives and deliver consistent service standards.	E E E
Liaison and Networking	• Proven ability to build effective working relationships across organisational boundaries, including with central professional services (e.g. HR, Finance, Estates, Research support). • Experience of working with senior stakeholders to understand needs, align priorities and resolve issues. • Ability to bring together differing perspectives and facilitate coordinated approaches across teams.	E E E
Initiative and Problem Solving	• Demonstrable ability to identify issues, assess options and t ake appropriate action independently, with a high degree of ownership over the role's function • Ability to use judgement to resolve complex operational problems, balancing competing priorities and stakeholder needs.	E E

	• Experience of leading or contributing to operational improvements or change initiatives.	D

E – Essential: requirements without which the job could not be done.
D – Desirable: requirements that would enable the candidate to perform the job well.