



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Operations Manager
<b>DIRECTORATE:</b>	Operations
<b>DURATION:</b>	Permanent and Fixed Term (up to 31 Dec 2022)
<b>GRADE:</b>	£40,804 - £44,327 per annum (Manager Scale)
<b>REPORTS TO:</b>	Director of Programmes & Business Services
<b>STAFFING RESPONSIBILITIES:</b>	Project Manager(s) and/or Executive Officer(s)

### SUMMARY OF JOB:

The successful candidate will have responsibility for leading the ongoing development and rollout of key operational programmes delivered by InterTradelreland. Along with responsibility for developing new initiatives, the post holder will also be required to deliver and monitor existing work programmes to meet performance targets and budgets.

### KEY DUTIES & RESPONSIBILITIES:

- Ongoing development of both existing supports and newly established supports in response to issues faced by SMEs in both jurisdictions and especially within the priority work areas defined within the organisation's Corporate and Business Plans.
- Direct and manage both InterTradelreland staff and where applicable external contractors to deliver key programmes against targets.
- Develop, monitor and control programme budgets.
- Market and promote InterTradelreland's Programmes and Business Services across the island.
- Obtain feedback on the effectiveness of programmes and services
- Embrace and apply emerging technology to better promote/deliver programmes/services.
- Ensure that InterTradelreland meets all legislative and compliance requirements.
- Liaise with senior staff and executives in Government bodies, Development Agencies and SME's.
- Understand the economic development network in both jurisdictions.
- Understand the functions and responsibilities of Government departments in both jurisdictions.
- To undertake equality duties as required under Section 75.
- To undertake any other duties as directed by a line manager.

**This job description is a broad outline only of the duties of the post and these may be revised and added to as needs evolve.**

# PERSON SPECIFICATION

Evidence of the following criteria will be assessed via the application form **and/or** interview.

Essential Criteria:	Desirable Criteria:
A degree qualification or equivalent third level qualification.	Experience of working in an economic development role, advising SMEs.
A minimum of 3 years' management experience working in a business development / project management role.	Experience of using digital technology to enhance service delivery.
Proven track record of successfully leading the design and delivery of business / work projects to specific performance milestones, targets and budgets.	
Proven experience of proactively managing and effectively leading a team to meet team and individual performance targets. Being able to plan and organise their work to achieve results within tight deadlines, focusing on priorities and objectives with a clear sense of direction.	
Financial management experience including budget building, forecasting and monitoring.	
Demonstration of a comprehensive working knowledge of SMEs and the issues affecting them in the current environment.	
The ability to influence, negotiate and maintain effective relationships with key partners and contacts internally and externally.	
Excellent interpersonal and communication skills (oral and written) including the ability to engage and enthuse the target audience.	
Ability to demonstrate strong IT technical skills in a business context.	

# REQUIRED COMPETENCIES

Below is a full list of the key competences for a Manager grade which will be assessed via the application form and/or interview process.

## **Manage Business Strategy**

- Contribute to the formulation of business strategy to guide the work of the organisation.
- Develop plans which assist with the implementation of the organisation's strategy.

## **Manage Performance**

- Contribute to the review and evaluation of the organisation's performance.
- Monitor and maintain service delivery to meet customer requirements.
- Initiate, plan and implement change and improvement in services and systems to meet customer needs.

## **Manage Resources**

- Assist in identifying and bid for effective resource allocation for activities.
- Approve, plan, monitor, evaluate and control the use of resources.

## **Manage People**

- Develop teams and individuals to improve performance and meet business objectives.
- Plan, allocate, monitor and evaluate work carried out by teams, individuals and self.
- Create, maintain and enhance effective working relationships.
- Assess own development needs and develop self to improve job performance and fulfil future potential.
- Select personnel.

## **Manage Information and Communication**

- Seek, organise, evaluate and communicate information in order to meet customer needs.
- Analyse information to solve problems and make decisions. Communicate message/information to others in order to influence them and gain their commitment.