



Job Title: Operations Manager – Space Park Leicester

Grade: 8

Salary: £44,045 to £49,553 per annum

Department: College of Science and Engineering

Hours/Contract: Full time, permanent

Reference: 1453

Role Purpose

Reporting to, and working closely with, the CEO (Leicester Science Parks), the Operations Manager will play a major part in delivering this strategic University project, which will be an internationally significant hub for space, earth observation and space enabled data industries and for relevant skills training. The Operations Manager will be proactive in driving progress against an implementation plan that the post-holder will develop together with the CEO. Over time, as the Space Park becomes operational, the role will evolve to provide a central managerial function for the full range of activities of the Space Park and the pursuit of additional business opportunities.

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> Working with the CEO and operational project team to support the University in successful delivery of the Space Park project, meeting the required objectives to appropriate timeframes whilst ensuring cost control. 	20
<ul style="list-style-type: none"> Contributing towards the development of the Space Park’s strategic plans; in particular, assisting the Academic Director and the CEO with strategic planning and shorter term plans as required, and with the development of business cases. 	5
<ul style="list-style-type: none"> Developing (in liaison with specialist project management staff) a detailed implementation plan for the Space Park, reflecting all key deliverables and both internal and external project dependencies in line with the overall goals, objectives and timelines for the project/programme. 	10
<ul style="list-style-type: none"> Co-ordinating and managing the work of the operational cross-functional project team. In consultation with each project team member, developing terms of reference to define scope and deliverables and to identify resource requirements, risks, issues and dependencies. Providing motivation and focus for all those involved and ensuring the project team draws on the right skills, knowledge and experience. 	5
<ul style="list-style-type: none"> Working with the Research and Enterprise Division and senior academic staff to take an active and enterprising approach to identifying and developing new research and commercial funding streams for the Space Park 	5
<ul style="list-style-type: none"> Maintaining effective communications and management of expectations with third-party stakeholders in the project (potential business partners, funders, government agencies) and generally ensuring the project plan reflects an integrated approach to design and implementation. 	10
<ul style="list-style-type: none"> Supporting the project team reporting processes to enable effective identification, reporting and escalation of project level issues and risks. 	10





<ul style="list-style-type: none"> Establishing and maintaining appropriate governance procedures, including thorough document management, change control, financial tracking and resource planning. 	5
<ul style="list-style-type: none"> Providing high-level financial management of the Space Park’s activities including: resource management (including equipment and space), income and expenditure, financial planning, and research project management. Ensuring that resources are deployed appropriately and in compliance with University policy and regulations and meet funder’s requirements. Maintaining Space Park KPIs and ensuring alignment with core Research and Enterprise business planning and performance. 	5
<ul style="list-style-type: none"> Establishing and managing administrative systems and processes, acting on systems to deliver improvements. Liaising closely with the College of Science and Engineering and professional services (notably Estates, Finance, Research and Enterprise) and other departments involved in the work of the Space Park, to ensure it meets its delivery and financial targets. 	5
<ul style="list-style-type: none"> Leading the planning of academic support activity in preparation for the opening of the space park, ensuring the efficient and effective delivery of marketing, technical and other services. Ensuring that the Space Park complies with University regulations and standards. 	5
<ul style="list-style-type: none"> Working with the Research and Enterprise Division to support the generation of research income, facilitating the running of research projects. Giving advice and guidance to academic staff in support of their research activity. Ensuring that the Space Park complies with University regulations; working closely with the CEO to assess the impact of any changes and to embed new policy and practice. 	5
<ul style="list-style-type: none"> Oversight of accommodation, facilities and equipment of the Space Park, ensuring the effective use of space, and advising on space and facilities planning in collaboration with the College and Estates in the University and overseeing maintenance, safety and security for all the Park’s spaces. 	5
<p>Alongside the above principal accountabilities, the post-holder will be expected to:</p>	5
<ul style="list-style-type: none"> Have a flexible approach to work to provide cover as required to provide continuity of service. Carry out any other duties as required by the CEO. Contribute to College and University initiatives, to take part in projects and working groups. 	
Internal and External Relationships	
<ul style="list-style-type: none"> Working with senior colleagues across the University and particularly within the College of Science and Engineering, and the Divisions of Finance, Estates and Research and Enterprise. Intense liaison with key external partners (Leicester City Council, National Space Centre, Local Enterprise Partnership, UK Space Agency and Innovate UK) as well as funders, commercial and academic partners as required. Liaising with colleagues within and outside the University on a regular basis. 	





Planning and Organising

This is a significant management role which requires the jobholder to demonstrate a proactive, problem solving style. A range of planning techniques will be required to provide a structured, forward looking approach to the pro-active delivery of a complex, multi-faceted project. The role will require excellent interpersonal, influencing and facilitation skills.

Qualifications, Knowledge and Experience

Essential

- Educated to degree level or equivalent*
- Substantial experience in a management/administrative role at an appropriate level, including experience of working across organisational boundaries managing multi-skilled, cross-functional project teams, including staff from diverse areas of the organisation and stakeholder management at senior management level*
- Extensive effective people and project management experience*
- Experience of financial management, and understanding accounting processes and systems, including an understanding of funder requirements*
- Experience of leading, motivating and managing colleagues to achieve objectives
- Experience of managing in a busy and complex working environment, to ensure a highly professional approach to work and with awareness of broad organisational issues

Desirable

- Experience and/or knowledge of the space sector*
- Experience and/or knowledge of the operation of science parks and/or large research centres*
- Formal project or programme management qualifications, such as MSP, Prince 2 etc.
- Background in service change and ability to demonstrate application of project design and implementation methodologies within an HE operating environment or equivalent.
- Have sufficient knowledge, experience and understanding of information systems and technology to be able to define projects which include IS/IT related products.

Skills, Abilities and Competencies

Essential

- Ability to lead, work with and support people in a complex change environment, building productive and lasting internal and external working relationships and networks.
- Ability to demonstrate a high level of self-motivation, including the ability to work independently on own initiative and with scrupulous attention to detail
- Enthusiasm, stamina and the personal drive to push tasks through to completion
- The ability to view services from multiple perspectives, including academic and commercial, and to devise appropriate processes to meet the requirements of those audiences.





- Proven ability to use negotiating, influencing, presentational and networking skills to remove obstacles to project delivery.
- Ability to think strategically and generate original ideas and solutions
- Ability to analyse the requirements of documents or other guidance and statements, and to plan activity accordingly
- A flexible and adaptable approach to work, with the ability to deal with high degrees of complexity, ambiguity and changes of business focus.
- A commitment to your own continuing professional development.
- Effective oral and written skills in order to communicate effectively and to tailor communication to different audiences.
- A high level of interpersonal and time management skills
- IT skills including use of the internet, word-processing, spreadsheets and databases with experience of manipulating data

Desirable

- A readiness to challenge the status quo and proactively identify and solve problems, including a willingness to understand issues beyond the boundaries of the project.
- Awareness of lean methodologies and tools, including systems thinking methodology
- Use of project planning tools such as Microsoft Project and Visio, plus experience of project documentation tools such as Clarity and SharePoint and database tools such as MS Access

**Criteria to be used in shortlisting candidates for interview*

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

VITAL

The University encourages all staff to live our [VITAL values](#) which are:

Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

