

**JOB DESCRIPTION: Head of Operations**

<b>RESPONSIBLE TO:</b>	Managing Director
<b>RESPONSIBLE FOR:</b>	The performance of the Operations and Growth of n-ergy as dictated by the Board's overall strategy.
<b>LOCATION OF ROLE:</b>	Based in South East Wales with extensive UK travel.

**JOB SUMMARY AND PURPOSE:**

**SUMMARY:**

n-ergy's Head of Operations role is certainly a varied one, you will have a hand in virtually every aspect of the business and will be tasked with ensuring it runs successfully, profitably and smoothly.

From setting financial budgets one day to leading on new initiatives the next, this is one role where one day will never be the same as the next.

n-ergy's Head of Operations is an interesting position to hold; you will be responsible for ensuring that the business has the best working environment and processes. You will evaluate how n-ergy operates and implements the necessary strategies, processes, procedures and policies.

Specific duties will vary however, will often include the following:

- Ensuring financial targets and other agreed targets are set and are met by all Managers
- Ensuring new business/sales activities secure additional funding and commercial finance in line with strategic aims
- Ensuring marketing activities support the securing of new business, the engagement of learners, raising brand awareness and driving public relations
- Reviewing operating processes and procedures to ascertain if they are successful and if not, devise alternatives through the ISO system improvement process
- Keeping employees motivated and organising appropriate training and development in line with the company succession plan and training matrix
- Ensuring the business operates within the company's mission statement and values
- Driving customer satisfaction and reporting any issues to the Board
- Ensuring Legislation is adhered to including though not exhaustive: Health and Safety, Data Protection, Employment Law, Corporate Governance
- Working with all Managers to get the best performance from employees
- Driving the business to increase profits
- Meeting with customers and suppliers to ensure contracts are being fulfilled and re-negotiated as necessary

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**PURPOSE:**

Reporting directly to the company MD, whilst working proactively with the Senior Team, the Head of Operations will lead a team of highly skilled Managers to create and deliver the company's strategic and operational plans.

While delivering the plans, the Head of Operations must demonstrate proactivity, efficiency and effectiveness in terms of managing finance, developing team members and services further to drive the growth of the business.

The primary function of this high profile role is to develop and execute:

- Business plans
- HR Strategy, succession plan and training matrix
- Operational delivery profiles
- Sale's plans for the long-term future of the organisation
- Compliance strategies covering Curriculum, Quality Assurance and Health and Safety
- Marketing strategies and plans to support the above

In addition to the above, the Head of Operations will promote and project the vision and values of the business while directly managing:

- Head of Central Services (For HR activities)
- Assistant Head of Operations
- Marketing Manager
- Sales Manager
- Compliance Manager
- Employability Manager
- Data Manager
- Regional Managers

Commensurate with the role is the recognition that hours of work will be appropriate to meet the needs of the organisation and as it has a nationwide remit will include extensive UK travel with overnight stays on a regular basis.

**Key Accountabilities**

To the MD and the Board for all aspects of strategy, business planning, operations, sales, marketing, compliance, data management and team management. This will include taking accountability for:

- Supporting the MD with the strategic direction of the organisation
- Providing appropriate support and guidance to the MD and the Board to enable them to act effectively in support of the organisation's strategic and operational plans
- Through quarterly reports and presentations, ensure the Board fulfils its legal and governance responsibilities by advising the Board on regulatory updates in association with the Company Secretary
- Taking remedial action where necessary and informing the Board of any significant changes impacting the business as a result of changes to the: Further Education Sector, Justice Sector, Funding, Political Arena or other such changes that will impact n-ergy. Any RISKS to the business should be managed in line with the company RISK Register.
- Corporate Social Responsibility, an important factor of n-ergy's activities is to positively impact the lives of individuals, this to undertaken through the day to day delivery of n-ergy's work and the contribution made to national and regional charities. As Head of Operations, in association with

your team of Managers, it will be your responsibility to ensure this remains a focus of the business.

## KEY RESPONSIBILITIES

Reporting directly to, and deputising for (as appropriate), the MD, the role requires a visionary who is also a driven and decisive individual with a proven track record of leading from the front to deliver high value business performance whilst building an inclusive and collaborative culture.

### Strategic:

- Responsible for supporting the MD in developing and directing strategy towards the profitable growth and operation of the company
- Developing strategic operating plans that reflect the longer-term objectives and priorities established by the Board
- Maintaining an on-going, transparent dialogue with the MD to ensure the MD is kept up to date with day to day activities
- Maintaining an on-going, transparent dialogue with the Chair of the Board to ensure the Chair is kept abreast of exceptions that will impact the business
- Lead on the execution and further development of the shared vision and mission for the organisation
- Ensuring appropriate operational planning and quality assurance control systems are in place and complied with
- Ensuring appropriate financial planning with control systems are in place and complied with
- Assuming full accountability to the MD for all company operations
- Be the driving force in identifying and developing new opportunities for the organisation to sustain growth
- Make provision for the development and management of the organisation's technological infrastructure and information systems
- Provide strategic advice and guidance to the MD and members of the Board, to keep them aware of developments within the industry and to ensure that the appropriate policies and procedures are developed to meet the company's mission and objectives and to comply with all relevant statutory and other regulations
- Develop and maintain research and development programmes to ensure that the company remains at the forefront in the industry, applies the most cost effective methods and approaches, provides a leading edge, unique service which ensures the company remains competitive
- Develop and maintain an effective marketing and public relations strategy to promote our services to a wider market specific audience

### Operational:

- Ensuring that the operating objectives and standards of performance are not only understood but owned by management and all other employees
- Successfully implementing company policies and procedures
- Building and maintaining an effective Management team
- Closely monitoring the operating and financial results against plans and budgets taking remedial action where necessary and informing the Board of significant changes

- Maintaining the operational performance of the company
- Representing the company to major customers and professional associations
- Lead on the development and definition of policies
- Act as a role model and drive the continuous development of ISO9001 standard through the Compliance Strategy and Quality Improvement Plan
- Ensure compliance to Health and Safety Legislation internally and externally
- Ensure that items requiring the attention of the Board are submitted in a timely manner and that relevant briefing papers are presented in sufficient time to allow consideration of content
- Embed a mind-set of continuous improvement in all activities within your control
- Keep abreast of industry news and market forces that may have both an adverse or positive influence on the organisation
- Review and seek to influence the social, political, economic, technical and legal factors within the sector environment, identifying and responding to the needs and interests of the organisation's stakeholders

People:

- Provide direction and leadership to ensure the achievement of objectives, targets and strategic plans
- Manage the Management team to ensure that n-ergy group ltd. meets its obligations to clients and stakeholders
- Develop and sustain effective working relationships with all stakeholders
- Act as a role model and drive the continuous development of Investors in People principles through the HR Development Plan
- Lead, manage and motivate employees to deliver high performance results
- Actively promote equality and diversity in the workforce
- Oversee the recruitment, selection and development of the organisation's succession plan
- Ensure that decisions taken by the Board are disseminated and understood by relevant personnel

Governance:

- Ensure that the organisation is compliant with all regulatory and industry requirements; Health & Safety, DBS, Quality management and Data Protection requirements
- Ensure that the appropriate structures, systems and processes are in place to keep the organisation abreast of industry policy, legislative changes/impact
- Develop the organisation to be an ethical business in all respects of its activities
- Ensure compliance with HMRC

The Head of Operations will need to be:

- A visionary
- A Leader
- Target driven
- Tenacious
- Loyal and Trustworthy
- Decisive whilst collaborative (when necessary)
- An excellent communicator

PERSON SPECIFICATION:		
	Essential	Desirable
Experience	<p>Minimum 5 years working at Senior Management level</p> <p>Between 5/10 years' experience of successful commercial management</p> <p>Highly developed and finely tuned experience of setting strategic direction</p> <p>Experienced in producing and developing strategic business plans</p> <p>Experienced in working within a target driven environment and managing a senior team</p> <p>Financial management/interpretive ability</p> <p>Ability to apply analytical rigour in all operational and strategic financial matters</p> <p>Experienced in developing and maintaining a business development network</p> <p>The capacity and capability to encourage innovation and creativity within the organisation</p> <p>Excellent presentation skills</p> <p>Excellent communication skills, written and oral</p> <p>A leader who demonstrates high levels of decision making and influence</p> <p>Ability to work effectively with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation.</p>	<p>Experience of managing a business</p> <p>Experience of Director's governance responsibilities</p> <p>Experience of working with Ministry of Justice or The Department of Work and pensions.</p>
Competencies	<ul style="list-style-type: none"> <li>• <b>Compliance:</b> Ability to audit and monitor quality of outputs; demonstrable experience of delivery against specified protocols/ procedures ensuring the highest level of performance.</li> <li>• <b>Teamwork:</b> - Ability to build and develop relationships with internal employee, strategic partners and other external parties/ organisations; able to resolve conflict.</li> <li>• <b>Personal Drive:</b> Will be able to demonstrate being self directed, resourceful and creative; Able to manage own time and work autonomously; Able to work on own initiative with drive and enthusiasm.</li> <li>• <b>Communication:</b> Excellent written, verbal and presentation skills.</li> </ul>	

	<ul style="list-style-type: none"> <li>• <b>Commercial Awareness:</b> Able to demonstrate contribution to maximising commercial performance through controlling costs, and ensuring efficiencies where possible</li> <li>• <b>Customer Focus:</b> Works to understand customer needs; Strives to exceed expectations;</li> <li>• <b>Planning and Organising:</b> Demonstrable experience of managing tasks and deadlines; able to resolve conflicting priorities.</li> </ul>	
<b>Role specific requirements</b>	<ul style="list-style-type: none"> <li>• Full, current driving licence and use of a car which is insured for business use</li> <li>• Flexibility to work at multiple locations, travel and flexible working hours</li> <li>• Hold no other position of secondary employment</li> <li>• Excellent IT skills: competency in PowerPoint, Microsoft Word, Outlook, Excel and Internet Explorer</li> <li>• Prepared to undertake an enhanced Disclosure and Barring Service (DBS) check.</li> </ul>	

#### Qualifications

- Minimum: ILM/CMI/BTEC Level 7 or HND or First Degree e.g. BA.
- Desirable: Masters in Business Administration or Equivalent.

#### Sound Knowledge of:

- Qualification Credit Framework (QCF);
- National Qualifications Framework (NQF);
- Assessor and Internal Verifier Awards (AQA & IQA);
- BTEC Quality Model;
- Office of Qualification Database (ofqual)
- Disciplines/qualifications required by Her Majesty's Prison Service
- The rehabilitation objectives of the Ministry of Justice and hence NOMS;
- Government funding models in England and Wales and related policies and practices.