

Operations Manager - Project Your Health - School of Medicine - Grade I

Job Description

To lead the implementation of the post-project phase of the Business Health Matters initiative by implementing comprehensive plans for exploitation, transferability, and sustainability, focusing on commercialising diverse evidence-based health and wellbeing products and services catering to SMEs and consumers.

To be responsible for driving the programme forward, managing the development of the project offer to meet the customers' needs and transitioning the programme from project to a successful start-up business.

To manage strategic relationships with national delivery partners and collaborators and operational relationships with service delivery partners to ensure the programme maximises the offering's accessibility to a wide range of SMEs and consumers.

Duties

1. Ensure the achievement of strategic and operational outcomes, outputs, and measurable benefits that result in economic and social impact across a regional and national footprint in conjunction with strategic partners.
2. To manage the Project Your Health programme in collaboration with strategic and operational partners, including marketing and recruitment, overseeing and coordinating business strategy, business development, budget control and operations.
3. To represent and manage the University's interests in the collaboration group and partner forums.
4. To provide support to ensure the project delivers a programme tailored to the needs of the SMEs and the consumers purchasing the Project Your Health service.
5. To support the drive and the recruitment of appropriate SMEs and consumers into the client community, ensuring the project targets and KPIs are achieved.
6. Manage the project transition by liaising with consortium partners to ensure that each partner delivers to scope and service level agreements are established and managed effectively.
7. To work with and in support of the Executive Committee and other senior stakeholders to drive initiatives through to successful completion, making key decisions on outputs, monitoring and reporting progress within an appropriate project methodology/framework.
8. Support the Executive Committee with reporting on benefits realisation, project and programme statuses, budgetary controls and identified service and project KPIs
9. To report on project performance to the project governance via monthly and quarterly reports.
10. Manage and co-ordinate the day-to-day activity of staff involved in the delivery of the project and find creative solutions to barriers and obstacles to the delivery of benefits and KPI's.
11. Develop and support the implementation of effective and compliant processes and systems for service delivery, monitoring, and reporting partner and project

performance, including budgetary management, risk strategy and management, and communication strategy and plans.

12. To demonstrate flexibility and commitment to the University's mission statement, values, policies and development plans, sometimes working additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
13. Prepare for and support any internal/external audits.
14. To carry out other such duties as requested by the line manager which may reasonably be associated with the grade and a role of this nature

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of managing a start-up business or operational elements of a business (Application/Interview)
- Significant and demonstrable experience of successfully managing projects, including the ability to identify, evaluate and monitor project risks, taking appropriate action to control them (Application/Interview)
- Demonstrable success in coordinating, and collaborating with multiple delivery partners in one project. (Application/Interview)
- Experience of managing budgets and of reporting actuals and variance on a regular basis. (Application/Interview)
- Educated to degree level or equivalent. (Application)
- Ability to maintain oversight and control over many related initiatives (Application/Interview)
- Excellent verbal and written communication skills, including excellent persuading, negotiation and influencing skills, including tact and diplomacy, when working with partners and clients. (Application/Interview)
- Proven ability to work collaboratively with stakeholders with diverse agendas and people at all levels. (Application/Interview)
- Highly organised, with effective time management and problem-solving skills. (Application/Interview)
- Ability to translate the HE resource into business solutions. (Application/Interview)
- Ability to travel throughout the Northwest and the UK to undertake the requirements of the role (Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

Knowledge, Skills, and Behaviours (Desirable)

- Experience of managing a team. (Application/Interview)
- Experience of working in a sales or marketing role in the health and wellbeing sector (Application/Interview)