

## Assistant Director of Operations

Contract type: Full-time, permanent

Salary: £68,223 – 71,754 per annum

We are excited to be welcoming applications for an experienced manager to join us as an Assistant Director of Operations. This unique role at WJEC works in partnership with the Director of Operations, to give strategic direction to the Directorate, ensuring that its working arrangements are efficient and coherent and that there is effective co-operation with our customers.

The role-holder will also work closely with WJEC's Information Technology team to ensure that digital aspects of the work are aligned with the technology direction being set by the Chief Digital Officer, and with the Qualifications and Assessment Delivery Directorate.

To be successful in this role, candidates should have a good level of experience in leading and managing teams. The appointed applicant will be expected to improve the quality, delivery, efficiency, and effectiveness of the services provided. Applicants are therefore expected to have a critical eye, be an ambassador for change and have excellent interpersonal skills.

This role is a hybrid post, enabling the successful candidate to split their time between working in our Treforest/Cardiff offices and working remotely. Welsh language skills are not essential but the willingness to learn is always valued. At WJEC, we pride in being an inclusive and supportive place to work. We also offer a range of excellent benefits including: 25 days annual leave per year (in addition to 16 statutory / additional holidays), free Welsh lessons, a competitive pension scheme and numerous family friendly policies.

Please visit [our website](#) to download a copy of the job description and application form.

**Closing date: Monday 3 January 2022**

## JOB DESCRIPTION

<b>Job title</b>	<b>Assistant Director Operations</b>
<b>Department:</b>	Directorate of Operations
<b>Section:</b>	Directorate of Operations
<b>Responsible to:</b>	Director of Operations
<b>Grade:</b>	17
<b>Location:</b>	Western Avenue, Cardiff
<b>Main purpose of Job:</b>	

The post contributes to the leadership of the Directorate of Operations. The purpose of the post is to support the Director in giving strategic direction to the directorate, ensuring that its working arrangements are efficient and coherent and that there is effective co-operation with all internal and external customers/suppliers and delivery partners that are involved in the delivery of operational services within the Directorate.

The post will work closely with WJEC's Information Technology team to ensure that digital aspects of the work are aligned with the technology direction being set by the Chief Digital Officer, and with the Qualifications and Assessment Delivery Directorate.

The main emphasis of the post is to provide leadership and quality management in relation to WJEC's engagement with its internal and external customers and suppliers in the delivery of all operational services. The postholder will lead on engaging with internal customers and suppliers on all matters which are required to deliver an effective service across the Operations Directorate. A focus of the role is to proactively improve the quality, delivery, efficiency, and effectiveness of the services provided within the Directorates operations services teams.

## Principal Duties and Responsibilities:

### Monitoring and quality assurance

- To plan, manage and lead on the functional restructuring (where appropriate) of the operational procedures and teams to identify areas for improving quality, delivery efficiency and effectiveness of operational activities and their administration.
- Build in quality checks to systems, processes, and practices to manage the Right First Time quality principles across all operational delivery of services
- Ensure that each team is resourced and equipped with the 'right' skill set to deliver the operational and strategic objectives
- Ensure that each team is capable of operating in an agile way to support and innovative customer centric approach
- Build HREO principles into process and system design to improve old and develop new processes to deliver effective operational services

- Develop, monitor, and effectively manage operational and strategic KPI's to provide a 'health check' in terms of the delivery of operational services
- To co-ordinate & manage the distribution of information across the internal supply chain to ensure effective and safe delivery of operational services.
- To ensure operational documentation is regularly reviewed and updated as appropriate and aligned with e.g., General Regulations, Entry Procedures, Examination Requirements, environmental legislation, quality and environmental accreditations, conditions of recognition etc.
- To lead the centre relationships team on the implementation of the quality framework.

### **Leadership Role**

- To contribute strategically to the leadership and management of the Directorate of Operations as well as contributing to cross functional work to support the 'must win battles' which underpins our strategic approach to delivering our Directorate and corporate objectives
- To contribute and where required, lead on the development of a long-term environmental strategy to deliver the action plan ensuring WJEC becomes a low carbon organisation
- Work cross functionally to develop, improve, and operationalise new process in line with the directorate and corporate priorities
- To contribute to other relevant strategic activity, including through engaging with all cross functional departments as required to deliver our MWB and operational objectives / KPI's.
- To provide direct senior leadership for some external contracts or service agreements relating to the delivery of operational services
- To provide line management for team(s) within the Directorate of Operations.
- To provide risk assessments for relevant activities. To represent WJEC in external discussions on matters relating to operational delivery.
- To represent WJEC on external working parties and groups ensuring that WJEC interests are considered and that joint decisions are put into operation at WJEC.
- To deputise for the Director of Operations.

### **Contributing to steering the business of the Directorate of Operations**

- To contribute to the development of a strategic direction for the activities of WJEC's Directorate of Operations, ensuring that stakeholders' and customers' expectations are satisfied to an excellent standard, through effective working methods that are financially viable.
- To contribute to the securing of effective and efficient working relationships with internal and external stakeholders.

### **Marketing and Communication**

- To work with WJEC's marketing and communications team by promoting an integrated approach which is well aligned with activity relating to operational delivery of services.

### **Innovation and Creativity**

- To contribute and develop innovative and creative ideas which help to shape the services and products delivered by WJEC.

### **Other Duties**

- To undertake any other duties commensurate with the level of the post, as required by the Director of Operations.

## Person Specification

<b>Job title:</b>	Assistant Director - Operations
<b>Department:</b>	Directorate of Operations

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have.  
Desirable criteria are those which would add value to the job if present, and also include potential for growth and development into the role.

## Skills and Abilities

### Highly desirable

- Oral and written communication skills
- Interpersonal skills.
- Business acumen.
- The ability to deal with a variety of individuals / establishments:
- Diplomacy.
- Presentation skills.
- The ability to contribute to strategic direction and to inspire a team.
- The ability to make an innovative contribution relevant to operational delivery of all services.
- Change management and continuous improvement - the ability to identify and advise on the need for change in terms of internal and external requirements.
- The ability to operationalise policy and deliver internal customers and suppliers needs
- The ability to meet deadlines.
- The ability to work under pressure.
- The ability to represent WJEC in a variety of challenging contexts.

## Knowledge

### Highly desirable

- Detailed understanding of the context and organisation of operational activity across WJEC education
- Detailed knowledge of operational and project management principles.
- Principles of quality management.
- Continuous improvement tools and techniques

### Desirable

- Financial management and analysis.
- Contractual matters.
- Risk management.

## Experience

### Highly desirable

- Managing direct, end point delivery of services to internal and external customers
- Leading continuous improvement projects
- Managing customer complaints
- Operationalising policies and user requirements to deliver processes and required outcomes
- Designing and implementing team structures including the development of new teams
- Project management experience.
- Change management experience
- Experience of systems design and process development

**Desirable**

- Knowledge of internal IT systems.

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**Training / Qualifications**

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**Highly desirable**

- At least 5 years leading operational teams
- NEBOSH qualification

**Desirable**

- Environmental Qualification

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
<b>Teitl y Swydd/ Job Title:</b>	Assistant Director - Operations		
<b>Cyflog/ Salary:</b>	£68,223 -71,754	<b>Gradd/ Grade:</b>	17
<b>Gwyliau Blynnyddol/ Annual Leave:</b>	25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd. 25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays.		
<b>Pensiwn/ Pension:</b>	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol. The provision of the Local Government Superannuation Act apply.		
<b>Math o Gytundeb:</b>		<b>Contract Type:</b>	
<input checked="" type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> Rhan-amser / Part Time <input type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term <input type="checkbox"/> Rhan-amser Tymor Cyfyngedig / Part Time Limited Term			
		<b>Nifer yr oriau yr wythnos</b> <b>No of hrs per week</b> <b>Diwedd y Tymor</b> <b>End of Term</b> <b>Diwedd y Tymor</b> / / <b>End of Term</b> <b>Nifer yr oriau yr wythnos</b> <b>No of hrs per week</b>	
<b>Dull Ymgeisio:</b>		<b>Method of Application:</b>	
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at <a href="mailto:ad@cbac.co.uk">ad@cbac.co.uk</a> erbyn <b>Dydd Llun 03 Ionawr 2022</b> . Completed forms should be sent by email to <a href="mailto:hr@wjec.co.uk">hr@wjec.co.uk</a> by <b>Monday 03 January 2022</b> .			