

Role Title	Director of Operations
Reports to	Executive Director of Awarding Organisation and Responsible Officer
No. of direct reports	4+ (150FTE)
Full / Part Time	Full Time
Grade	HOF
Location	London
Created/Updated by	Beth Black and Zoe Kirk
Created/Updated on	February 2024

Our values

Our values **Inspire**, **Improve**, **Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

Job Summary

As the Director of Operations, you will be pivotal in overseeing the operational delivery and end-to-end fulfilment of our qualifications and assessments across the UK and international. The role requires a blend of strategic oversight, operational acumen, and leadership excellence.

You will join the senior leadership team of the Awarding Organisation reporting into the Executive Director of Awarding Organisation and Responsible Officer and provide both within the operational delivery directorate and across the AO a culture of operational excellence. You will play a key role in implementing the key stages of our AO Transformation programme.

Your primary objective will be to ensure all operational aspects of the awarding organisation functioning effectively, adhering to regulatory requirements, timescales and maintaining the highest standards of quality and integrity in the delivery of qualifications to our customers. You will lead key functions delivering our qualifications, end point assessments, assured and credentialing products ensuring we have the systems, processes, procedures and resourcing to deliver.

What you'll be doing

Key areas of responsibility:

Delivery of High-Quality Products

- Develop, implement, and review operational methodologies strategies that align with both current and future state of the awarding organisation.

- Develop and implement operational systems and processes that provide visibility of the objectives of the awarding organisation in relation to operational success, efficiency and accurate and reliable results.
- Be accountable for the internal teams, external partners, providers, and suppliers within the awarding organisation. Ensuring you adhere to internal procurement policies and procedures.
- Embed a culture of high responsiveness, responsibility, customer satisfaction and compliance.
- Lead the functions that manage the day-to-day operations of the Awarding Organisations products, bringing expertise and credibility to engage with an array of internal and external stakeholders to shape the future of City and Guilds Awarding Organisation.

Operational Excellence

- Bring your deep expertise in analysis of processes and systems to support the work underway on the AO transformation.
- Lead a strategic review of our current systems and processes, validating that they are the right investments and own the business case and implementation of any changes.
- Oversee the development and execution of operational plans, ensuring alignment with both internal goals and external assessment standards set by regulatory bodies.
- Identify opportunities for process improvement to meet or exceed the standards set. Streamline workflows and implement best practices to optimise operational efficiency and program delivery.
- Establish KPIs and metrics to measure operational performance against both internal benchmarks and external standards. Provide insight and analyse data to drive decision-making and ensure compliance with regulatory requirements.
- Implement risk management strategies to identify and mitigate operational risks, working closely with risk management functions.
- Oversee and embed new systems and processes relating to management of our associates.

Transformation

- Lead and sponsor the relevant AO workstreams that relate to operational delivery.
- Champion and support transformation and continuous improvements within the directorate and within objectives and success measures of the team
- Contribute to the governance, oversight, and delivery of the AO transformation.
- Lead the future organisational design of our operations as an awarding organisation, identifying the optimum systems, processes, and structures.
- Lead our approach and framework to resource planning across the organisation, this would include all employees, contingent workers, suppliers, and partners.

Regulation and Compliance

- To ensure that all the activities in the directorate are undertaken in accordance with the General Conditions of Recognition or in-country Rules published from time to time by the various UK and International Regulators.

- To provide the necessary leadership, specialist expertise and strategic direction to ensure City&Guilds operations are delivered efficiently and effectively to City&Guilds customers and are fully compliant with UK and international rules.
- Contribute to CGLI's ongoing development and maintenance of its own quality and standards and their alignment with regulatory requirements.

Leadership and Culture

- Lead the teams in the directorate driving a culture of operational excellence, innovation, and business improvement.
- Lead and mentor the operational team, providing guidance on operational excellence, compliance, and regulatory requirements.
- Collaborate with various departments within the Awarding Organisation, the wider Operational and Technology directorate and our customer facing teams.
- Engage with internal and external stakeholders, including C&G Technology directorate, wider educational bodies and regulatory authorities, to understand their needs and expectations. Build and maintain strong relationships to support operational initiatives and ensure alignment with educational standards.

What we're looking for

We can't live without...

- Proven senior or director level experience of managing large scale operational functions, preferably within the UK and International education sector, meeting industry and regulatory requirements.
- Proven experience leading and supporting major operational delivery processes in a complex, multi-site customer facing organisation.
- Proven experience of supplier and procurement management of significant budgets
- Proven experience of large-scale resource and workforce planning of both employee, contingent and suppliers
- Proven experience of change, transformation, and organisational design within an operational context
- Excellent communication, negotiation, and relationship-building skills
- Proficiency in utilization of analytics for decision-making
- Highly developed leadership skills, including influencing and negotiation skills, experience of improving culture, managing, and motivating teams and driving staff development and retention.
- The ability to represent the organisation with gravitas and credibility at the highest level with key internal and external stakeholders.
- Customer-focused thinking that considers the real impact decisions have in a delivery environment.

We would love you to have...

- Experience of working closely with educational bodies and regulatory authorities in the UK in a leadership capacity.

- Strong understanding of UK educational standards, curriculum guidelines, and regulatory frameworks.