

<b>Person Specification:</b>	
<b>Skills and Qualifications: Operations and Business Development Manager</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
A degree or relevant experience.	
Experience in the enterprise and entrepreneurship education industry.	Understanding and knowledge of enterprise education policy.
Proven strategic planning skills.	
Ability to delegate responsibilities and coordinate duties within the organisation or individual departments.	
Proven ability to suggest and implement process improvements.	
Highly developed decision-making skills.	
Experience in business development.	
Experience managing quality of service, improving customer service, and understanding the customer experience.	
High attention to detail.	
Experience managing performance within an organisation.	
Positive attitude and the ability to work with people in a constructive manner.	Experience working with Executive team, policy makers and Vice Chancellors
Highly developed interpersonal skills.	
	Knowledge of legal compliance processes.
Financial analysis ability.	
Proven problem-solving and critical thinking abilities.	
Proven management experience and ability.	
Knowledge and experience in risk management.	
Excellence in written and oral communication.	

<b>Competency Framework: Operations and Business Development Manager</b>	
<b>1. Leadership and Strategic Vision:</b>	
<b>Competency:</b> Demonstrates a clear understanding of EEUK's mission and vision, aligning operational strategies with organisational goals.	<b>Indicators:</b> Develops and communicates a compelling vision for the future of enterprise education. Inspires and motivates the operational team towards common objectives. Adapts strategies to address emerging trends and challenges in the enterprise education landscape.
<b>2. Operational Management:</b>	
<b>Competency:</b> Effectively plans, coordinates, and manages all business operations to ensure efficiency and achievement of corporate goals.	<b>Indicators:</b> Implements effective processes and systems for streamlined operations. Regularly reviews and optimizes operational processes based on data-driven insights. Coordinates and collaborates with cross-functional teams to achieve operational excellence.
<b>3. Business Development and Revenue Diversification:</b>	
<b>Competency:</b> Drives the development and execution of business plans to support strategic objectives, including diversifying revenue sources.	<b>Indicators:</b> Identifies and capitalizes on new business opportunities. Develops innovative strategies to increase and diversify revenue streams. Establishes and nurtures partnerships that contribute to the financial sustainability of EEUK.
<b>4. Financial Management:</b>	
<b>Competency:</b> Develops and controls operational budgets to ensure the organisation has the resources required to meet its objectives within agreed financial parameters.	<b>Indicators:</b> Manages budgets effectively, making informed financial decisions. Monitors financial performance against budgets and implements corrective actions when necessary. Demonstrates financial acumen in resource allocation and financial planning.
<b>5. Compliance and Governance:</b>	
<b>Competency:</b> Works with the Governance and Risk Committee to implement and maintain compliance and corporate governance.	<b>Indicators:</b> Ensures adherence to legal and regulatory requirements. Establishes and maintains effective corporate governance practices.

	Collaborates with relevant stakeholders to address compliance issues promptly.
<b>6. Project Management:</b>	
<b>Competency:</b> Supervises and oversees all projects to ensure successful completion within established timelines and objectives.	<b>Indicators:</b> Applies project management methodologies to plan and execute initiatives. Manages project teams effectively, ensuring collaboration and coordination. Identifies and mitigates risks associated with projects.
<b>7. Human Resource Management:</b>	
<b>Competency:</b> Determines human resource requirements and develops a strategy to meet the needs of the organisation.	<b>Indicators:</b> Develops and implements effective human resource policies and practices. Fosters a positive organisational culture and promotes employee engagement. Collaborates with HR to address staffing needs and talent development.
<b>8. Communication and Stakeholder Management:</b>	
<b>Competency:</b> Promotes effective and clear internal and external communications.	<b>Indicators:</b> Communicates complex information in a clear and concise manner. Builds and maintains strong relationships with internal and external stakeholders. Manages conflicts and resolves issues through effective communication.
<b>9. Continuous Improvement:</b>	
<b>Competency:</b> Actively seeks opportunities to improve internal processes and enhance team cohesion.	<b>Indicators:</b> Encourages a culture of continuous improvement within the operational team. Identifies and implements process improvements to enhance efficiency. Supports a learning environment that fosters professional development.
<b>10. Problem-Solving and Critical Thinking:</b>	
<b>Competency:</b> Demonstrates the ability to analyse complex situations and make informed decisions.	<b>Indicators:</b> Identifies root causes of problems and proposes effective solutions. Thinks critically to anticipate challenges and proactively addresses them. Encourages a problem-solving mindset within the operational team.

This competency framework outlines the key skills and behaviours required for success in the role of Operations and Business Development Manager at EEUK. It serves as a guide for recruitment, performance management, and professional development within the organisation

**Our purpose is to enable excellence in enterprise education.**  
**We enable our members to share and exchange good practice.**  
**Influencing positive change in UK and international policy.**