



# JOB DESCRIPTION

**POST TITLE:** OPERATIONS DIRECTOR  
**POST NUMBER:** WREQ2649  
**GRADE:** MANAGEMENT SPINE 13 - 21

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## JOB PURPOSE

The Weston College Group is one of the fastest growing education and skills providers in the UK. In recent years, the continued growth of the Group has been supported by its ability to secure grant funding and large-scale commercial contracts, effectively mobilising, and managing high-profile projects and contracts.

The College and its subsidiary companies are entering an exciting new phase, delivering ambitious plans for continued growth, and driving our mission of *creating brighter futures* for our learners and customers. We are looking for an experienced professional to join our team to lead the implementation and delivery of new contracts across the West of England and Somerset regions.

Working alongside the Employability Skills Team and the Business Growth Team, the role of Operations Director will suit a dynamic and driven individual, with a proven track record of leading teams to deliver against contracts, exceeding customer expectations whilst maintaining a robust approach to budget management, quality and performance.

We are looking to appoint an Operations Director who ideally has experience of the Employment Services sector and is passionate about inspiring and motivating individuals to unlock their potential by developing the skills and confidence they need to secure employment, and by facilitating the links to employers to help people access new employment opportunities. The role will require an effective approach to contract management, ability to engage, motivate and negotiate with stakeholders, financial acumen, and a results-driven approach.

The Operations Director will be required to achieve targeted business and income objectives for the organisation leading high performing teams across the region to continuously improve and innovate. The post-holder will be innovative, commercially astute, forward thinking, and possess the ability to identify risks and opportunities and translate these into sustainable successful outputs/ outcomes.

## KEY TASKS AND DUTIES

As post-holder, you will be responsible for the following:

- Delivering key contracts in accordance with the contractual terms and conditions. The post holder will be the primary contact for the commercial customer so proactive account management and an ability to forge positive proactive relationships with key stakeholders internally and externally will be essential.

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- Working with teams internally and externally, the postholder will establish robust, standardised and streamlined contract performance monitoring processes to ensure progress against all Key Performance Indicators for the customer and College Governing Body are clearly visible at all times to enable effective risk management.
- Ensure the College meets its Key Performance Indicators and contractual obligations for the contracts thereby minimising financial and reputational risk for the College.
- Providing effective and efficient mobilisation of new contracts including:
  - The design and implementation of robust mobilisation plans.
  - Working with HR to recruit and train staff teams to deliver contracts across the region.
  - Establishing effective partnerships across the region to support delivery of the contracts.
  - Bringing innovation to delivery models to meet contract deliverables.
  - Positively influencing stakeholders to drive success.
  - Establishing strong employer engagement strategy leading to job outcomes with the Business Growth Team.
  - Providing thorough reporting.
  - Delivering improvement interventions, as required.
  - Creating and monitoring project targets and KPI's.
  - Providing progress updates and reports to internal and external stakeholders, including the Weston College Leadership Board and Governing Body.
- Design and amend operational models to ensure efficiency and effectiveness against contractual deliverables recognising and responding to changing customer requirements and operating environments over time. This will include ensuring achievement of Social Values, Provider Assurance Testing, being a valued Supply Chain partner, robust and responsive feedback systems, key processes and new operating models as projects develop and adapt.
- Analyse all requirements for the contract and work with managers responsible to ensure compliance in terms of both quality and revenue streams.
- Identify opportunities for growth and development of key services working with the Business Growth Team. Work to develop innovative solutions which deliver excellent financial and quality outcomes for both the College and its customer to capture new business.
- Contribute significantly in bidding and tendering processes to win new contracts or retain existing contracts.
- Lead teams to drive the right behaviours and appropriate commercial, contract and supplier management.



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- Work with and integrate with other business functions of the Weston College Group, in particular joint planning with the Associate Principal for Adult Education.
- Be highly effective at utilising and interpreting data from various sources. Collating and synthesising financial and performance into useable and actionable output to drive decision making in your reporting teams to achieve desired outcomes.
- Strategically planning the new business approaches with colleagues across the organisation.
- Lead and organise high performing teams for key support services contracts, supporting a culture of continuous improvement and development to exceed customer requirements.
- Negotiate clear, concise, and deliverable contract and Service Level Agreements with customers.
- Use labour market intelligence and own commercial awareness to identify / develop opportunities and make recommendations to Corporate Leadership Board on direction of travel.
- The post-holder will demonstrate:
  - An awareness of the economic and industrial climate, and the wider skills and employment environment.
  - Understanding of funding streams.
  - Ability to working on own initiative and deliver results.
  - Providing positive, strategic, and operational leadership.
  - Ability to be a key leader and motivator.
  - Have an innovative approach to growth.
  - Understanding of Teaching and Learning agendas.
  - Deliver outcomes to contract requirements and quality criteria.
  - Show drive and determination to succeed.

## **GENERAL TASKS AND DUTIES**

- Ensure that college policies and procedures are adhered to.
- Provide reports, data, and other information, as required.
- Monitor and evaluate programme provision to ensure quality, validity accessibility, and relevance.
- Represent on internal and external committees, etc., as and when required.
- Motivate and develop teams.
- Act as appraiser (as specified in the College Policy) for members of the team, as appropriate.
- Complete all associated organisational and administrative work.



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- Comply with Information Security requirements, in line with Weston College policy.
- Undertake such other duties as may be reasonably required, commensurate with the grade of the appointment.

## **HEALTH AND SAFETY**

All members of staff have a duty to maintain the safe and clean conditions of their workplace area and to co-operate with Weston College on matters of Health and Safety. This will include assisting with risk assessments and carrying out appropriate actions, as required. Staff are required to refer to Weston College's Health and Safety Policies in respect to their specific duties and responsibilities.

## **STAFF DEVELOPMENT**

All staff are required to participate fully in Weston College's staff development programmes and have a responsibility to identify their own and those of their teams' professional development needs in conjunction with their line manager.

## **REPORTING LINES**

The post will report into a member of College Leadership Board

The post holder will oversee a staffing team consisting of various levels. The post holder will have direct line management responsibility for two Regional Managers and a Business Support Manager.

## **CONDITIONS OF SERVICE**

### **SALARY**

Management Spine Scale 13-21                      £50,106.00 to £60,848.00 (plus up to 10% bonus)

### **HOURS**

Hours of attendance:                                      37 hours per week.

Annual leave:    318.5 hours per annum, inclusive of statutory bank holidays and college closures.

*The College reserves the right to direct up to five days of your annual leave entitlement for efficiency purposes.*

***Weston College is committed to safeguarding and promoting the welfare of young people and vulnerable adults, and expects all staff and volunteers to share this commitment.***

# PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Five GCSEs at grade 4 / C or above (or equivalent), including Mathematics and English. All applicants must be able to provide evidence of a Level 2 Qualification in Mathematics and English, or be willing to undertake the qualification whilst in post.	✓	
Degree-level qualification or equivalent experience.	✓	
Successful track record of contract management, delivering on all financial and quality measures to meet internal and external customer requirements.	✓	
Experience of working at a strategic management level in an organisation, working with senior managers across a large organisation.	✓	
Experienced with proactive stakeholder relationship management.	✓	
Experience of the Employment Support Services sector.	✓	
Ability to recognise financial, performance and reputational risks and take pre-emptive action to mitigate those risks.	✓	
Track record of establishing new teams and leading them to achieve commercial and qualitative targets.	✓	
Experience of mobilising a new contract or significant project in accordance with set budgets and timelines.	✓	
Demonstrable skills in supporting bid generation.		✓
Credible with forging relationships with key stakeholders internally and externally.	✓	
Ability to work with a range of diverse organisations to foster links and develop opportunities for the College.		✓
Experience of developing and implementing standardised and streamlined reporting.	✓	
Experience of driving efficiency into contract delivery to improve profitability and/ or deliver improvement.	✓	
Ability to use data sets from various sources to interpret and collate LMI, financial and performance data to support decision making.	✓	
Extensive commercial awareness and an agile approach to change.	✓	



# PERSON SPECIFICATION

Able to produce written material of a high standard – including presentations, reports, business plans, proposals, tenders, and applications.	✓	
Track record of innovation and creativity.	✓	
Experience of managing others; motivating and inspiring high performance and the ongoing development of line reports.	✓	
Demonstrable success in the management of teams across multiple sites	✓	
Thorough understanding of learning and teaching approaches.		✓
Thorough understanding of funding and strategic planning methodologies.		✓
Sound working knowledge of budgeting procedures / management.	✓	
Setting and achieving high standards for self, teams, and participants.	✓	
Excellent IT skills using Microsoft packages including Word, Excel and PowerPoint.	✓	
Ability to develop and deliver high-quality presentations to internal and external stakeholders.	✓	
Able to influence others at all levels and inspire collaboration.	✓	
Proactive and robust approach to managing change.	✓	
The ability to develop and manage a cost-effective business plan.	✓	
High level of personal organisation and time management skills.	✓	
Full driving licence and access to a vehicle.	✓	