

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Operations Officer - Made Smarter
Grade	PS9	Reports to (role title)	Strategic Programme Manager - Made Smarter
JE Band	314-370	Directorate / School	Place
Date Role Profile was created	Dec-25	Service / Department	Economy & Growth
<u>Agile</u>	<u>Information</u>	<u>DBS Requirement</u>	Not Required

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>This role forms part of the Programme Delivery Team, which is made up of a Strategic Programme Manager, Technology Adoption Specialists, Organisational Workforce Development Advisors and Programme Support Officer; and reports into the MSA Steering Group, Grants Panel, and Surrey County Council, as the Accountable Body for the South East region.</p> <p>This role will play a key role supporting the team and programme manager with Internships, financial management, CRM systems, contract management, marketing, processes, reporting and monitoring.</p> <p>The role leads the operational delivery of the Made Smarter South East internship and engagement programme. Building strong relationships with SMEs and universities, manage the end-to-end internship pipeline, and ensure efficient, high-quality operational processes across the programme.</p> <p>The postholder will be detail-oriented and collaborative, contributing to the delivery of the Made Smarter Adoption programme in the South East, promoting it to the education and knowledge sector, partners, businesses representative organisations, networks, and intermediaries.</p> <p>The post is a fixed term contract until 31/03/2027, with the possibility for extension subject to ongoing Made Smarter Adoption funding into 2027/28 and beyond.</p> <p>Key Outputs</p> <ul style="list-style-type: none"> <li>- Fully scoped internship projects and high-quality job specifications</li> <li>- Strong SME and university engagement pipeline</li> <li>- Successful student-SME matches and completed internships</li> <li>- Achievement of Intern related KPIs</li> <li>- Accurate operational records and KPI tracking</li> <li>- Process development and design</li> <li>- Smooth, consistent operational workflows across the programme</li> <li>- Marketing, including posting about the programme on Social media and carrying out other marketing and event activities</li> </ul>
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**Work Context**

This post is responsible for:

The Operations Officer is the outward-facing and delivery-focused role within the team. It drives SME engagement, university partnerships, and the full internship lifecycle. The role works closely with the Programme Support Officer to ensure accurate data and reporting, and collaborates with SMEs, students, and university partners to deliver a seamless experience.

Working as part of Surrey County Council's Economy & Growth team, the Operations Officer collaborates horizontally with colleagues to ensure businesses are connected to complementary support offers, including skills, leadership development, innovation, inward investment, and business growth services. This includes supporting referrals and identifying opportunities for young people, including NEETs, to access internships, placements, and early-career pathways within Made Smarter-engaged SMEs.

**Key Responsibilities**

- Maintain accurate operational records and update the CRM
- Track internship KPIs and provide data for reporting
- Support delivery of events, workshops, and engagement activities
- Manage projects to completion as required within the programme
- Identify and implement improvements to operational processes
- Build and maintain relationships with SMEs and university partners
- Scope internship projects with OWDAs and SMEs, translate them into job specifications
- Manage job postings on university job boards
- Coordinate student recruitment, shortlisting, and interview scheduling
- Processing and checking Internship applications
- Support SMEs and interns through onboarding and placement delivery
- Maintaining project documentation standards and record keeping
- Administration of all team documentation and processes
- Identify trends, information and improvement areas for the Programme
- Creating and sharing of best practice and knowledge bank, developing self, colleagues and the Programme offering, through collaborative activities at all levels
- Supporting wider engagement and awareness of the programme by carrying out marketing tasks, including Social media, other marketing and event management
- Practices and actively supports continuous improvement across the team
- In line with cross team working practices, the post holder will be required to attend team anchor days once a week at Woodhatch Place, Reigate or other venue as required.

This will involve working together strategically across the South East geography and across the UK to engage with Universities and achieve KPIs

**Line management responsibility if applicable**

This role has no line management responsibility.

**Budget responsibility if applicable**

The postholder will support the Strategic Programme Manager to inform the delivery of innovation and economic growth budget allocations.

**Representative Accountabilities**  
Typical accountabilities in roles at this level in this job family

**Analysis, Reporting & Documentation**

- Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.
- Analyse and make recommendations for improvement or development of existing systems, processes or policy.

**Service Delivery**

- Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance.
- Provide specialist/professional advice and recommendations within specific parameters to support informed decision making.

**Planning & Organising**

- Plan workloads and secure resources to enable the team/s to achieve a quality service.
- Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery.

**Finance/Resource Management**

- May assist with budget/resource management in accordance with the organisation's policies and procedures.
- May have delegated responsibility for a budget(s).

**Work with others**

- Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

**People Management**

- May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.
- Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.

And/Or

	<ul style="list-style-type: none"> <li>Operate as an individual responsible for the delivery of a high level/complex service.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines.</li> <li>Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>Ability to understand, meet and exceed customer expectations.</li> <li>Ability to work on own initiative, with solution focused problem solving skills.</li> <li>Ability to manage a range of projects through to completion.</li> <li>Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>Previous management experience including staff supervision, development and organisational skills (where appropriate).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Experience in programme delivery, operations, or partnership management</li> <li>Strong relationship-building and stakeholder engagement skills</li> <li>Ability to translate business needs into clear project or job specifications</li> <li>Confident managing multiple concurrent workflows</li> <li>Strong organisational skills and attention to detail</li> <li>Experience working with SMEs, students, universities, or similar environments</li> <li>Ability to work collaboratively across teams including horizontal working with a wider directorate</li> <li>Ability to provide constructive feedback and quality assurance</li> <li>Experience of engaging with organisations related to the skills agenda, including HEIs, FE colleges and training organisations</li> <li>Ability to maintain accurate records and manage operational data</li> <li>Excellent communication and presentation skills</li> <li>Excellent project management and monitoring ability</li> <li>Excellent organisational skills with good attention to detail</li> <li>Excellent presentation, time management and IT skills</li> <li>Demonstrable track record of project monitoring in a public/private sector environment</li> <li>Ability to analyse and condense complex data to produce concise reports</li> <li>Ability to deliver quality outcomes in a fast paced, target driven operational environment</li> <li>Demonstrable track record of project monitoring in a public/private sector environment</li> <li>Working with partners across the public and private sectors</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Experience in internship, employability, or talent-matching programmes</li> <li>Knowledge of innovation, digital adoption, or SME support landscapes</li> <li>Experience coordinating events or workshops</li> <li>Familiarity with CRM systems and KPI tracking</li> <li>Understanding of higher education careers services</li> <li>Experience of contract management, and financial management</li> <li>Experience in managing multiple stakeholders from both the private and public sector</li> <li>Working within government funding schemes, programmes and other sources of finance</li> <li>Project management qualification (for example, PRINCE, PMI, APM qualifications)</li> <li>Knowledge of data protection requirements (including GDPR)</li> <li>Work proactively, both independently and in a team-oriented collaborative environment</li> <li>Event organisation experience and networking</li> </ul>
<b>Role Summary</b>	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>
<b>Reference Number</b>	<p style="text-align: center;">BM-2026-074</p>