

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Operations Manager & Delivery
Grade	PS12	Reports to (role title)	Strategic Programme Manager
JE Band	519-613	Directorate / School	Place
Date Role Profile was created	Feb-26	Service / Department	Economy & Growth
Agile	Information	DBS Requirement	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.

Role Purpose including key outputs	<p>The Operations and Delivery Manager ensures the effective, consistent, and high-quality operational delivery of the Made Smarter South East programme.</p> <p>Reporting directly to the Strategic Programme Manager, the postholder provides day-to-day management across the programme's operational functions, managing the Organisation Workforce Development Advisors (OWDAs), Programme Support Officer, Technology Adoption Support Advisor, and Operations Officer, with a dotted-line management relationship to the Lead Generation Officer.</p> <p>The purpose of this role is to coordinate people, processes, data, and delivery to ensure the programme runs smoothly, meets its performance targets, and provides manufacturing SMEs with a seamless and professional experience. The postholder is responsible for all operational workflows and for supporting & managing delivery staff, driving consistent, high-quality operational delivery across the programme, and creating the foundations that enable effective strategic direction, governance, and external stakeholder engagement.</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 include</p> <p>Carry out all line management of direct reports to a high standard including weekly checkins, monthly 1-2-1s and quarterly PDRs Management and support the team to achieve all KPIs Management and support the team to deliver accurate data collection and reporting Management and support the team deliver in stakeholder collaboration and reporting Drive continuous Improvement across all aspects of the MSA SE programme</p>
Work Context	<p>Made Smarter South East is a multi-partner regional programme supporting SME manufacturers to adopt digital technologies, improve productivity, and develop future talent. The programme operates across the whole of the South East of England and involves collaboration with partners, universities, business support organisations, and internal SCC teams.</p> <p>The Operations and Delivery Manager sits at the centre of programme delivery, ensuring that operational processes are robust, staff are well-managed, and delivery is coordinated across multiple workstreams. This role ensures that the Made Smarter Programme is also embedded across Economy & Growth, actively seeking collaborative opportunities to maximise the benefits of MSA through horizontal working. While the Technology Adoption Specialists (TASs) report directly to the Strategic Programme Manager, this role works closely with them to ensure operational alignment and smooth delivery through overall responsibility of the delivery pipeline.</p> <p>This role is essential to maintaining delivery quality, ensuring compliance with programme requirements.</p>
Line management responsibility if applicable	This role will manage a team of up to 7 staff.

Budget responsibility if applicable	This role holds some budget responsibility for Grants and Internships within the programme parameters up to £1m.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken. Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives. <p>Service Delivery</p> <ul style="list-style-type: none"> Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. Drive change and embed new ways of working to ensure high quality service delivery and value for money. <p>Planning & Organising</p> <ul style="list-style-type: none"> Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for the area to fit broader functional and organisational strategy. Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. Contribute to resource and budget planning within own area. <p>Work with others</p> <ul style="list-style-type: none"> Liaise internally and externally at senior levels to establish service requirements and priorities and ensure the department/service issues are appropriately represented and acted upon. Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> Manage a group of staff across a function/service, or as a significant part of a wide function to ensure all relevant annual targets and goals are delivered within budgetary/resource constraints. Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & 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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Degree or equivalent professional qualification plus experience at management level in a specialist area. Knowledge of the principles of change management, project management and continuous improvement, and their practical application. Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness. Ability to manage budgets and resources to deliver effective support to their area of responsibility. Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. Comprehensive knowledge of computerised business systems. Understands how to inspire and motivate others. Advanced problem solving and analytical skills with the capacity to devise and implement practical and creative solutions. Wide experience in successful leading, coaching, mentoring and developing of staff.

Details of the specific qualifications and/or experience if required for the role in line with the above description	Required Qualifications, Skills & Experience <ul style="list-style-type: none"> - Proven experience in operations management within a complex or multi-partner environment, preferably within a local authority setting - Proven experience in influencing and building strategic partnerships - Significant people management and coaching experience of remote, high performance and target driven teams - Excellent organisational and operational oversight skills - Experience with grant administration, audit processes, or publicly funded programmes within a local authority environment - Experience managing pipelines, workflows, or customer engagement processes - Strong understanding of governance, compliance, and reporting requirements - Ability to analyse data, identify trends, and produce actionable insights - Confident communicator able to influence and coordinate across teams - High level of accuracy, attention to detail, and process discipline - Ability to work proactively, manage competing priorities, and solve problems independently - Competent user of digital tools, CRM systems, and programme management software - Experience in managing complexity across diverse economic themes, business management systems and processes - Demonstrable success in managing operational relationships across a wide range of disciplines and interests, with a specific focus on outcomes for businesses - A good understanding of the concept of horizontal, cross-cutting working, its benefits and how to translate that concept into practice
	Desired Qualifications, Skills & Experience <ul style="list-style-type: none"> - Experience in manufacturing, digital adoption, or innovation programmes - Degree or equivalent experience in business management, operations, economic development, or a related field - Experience in business support, economic development, or innovation programmes within a council environment - Project management qualification (for example, PRINCE, PMI, APM qualifications) - Experience in event management - Knowledge of manufacturing, digital adoption, or technology-focused programmes - Understanding of SME challenges, workforce development, or skills programmes - Experience deputising for senior managers or representing programmes externally - Ability to contribute to strategic planning and programme improvement initiatives
Role Summary	<p>Roles at this level are substantial management roles, they are either managing a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. This may involve significant coordination of complex or diverse services, e.g. leading business support services to professional teams, or coordinating teams carrying out specialist advisory or administrative services. More specialised roles will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. Planning takes place over a one year horizon. They work closely with customers, staff, agencies and/or contractors to ensure that the services meet and exceed expectations. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. Roles at this level are accountable for the professionalism of service delivery under their remit.</p>
Reference Number	<p style="text-align: center;">BM-2026-110</p>