

Job Description

Job Title:	Associate Director of Operations, The Oxford Trust
Salary range:	£45,000-55,000 per annum plus benefits, depending on experience.
Responsible to:	Director of Innovation & Operation (DIO)
Responsible for:	Café manager and outsourced managing agents, IT providers and estates management.
Working arrangements:	Full time 37.5 hours per week, typically between 8.30–5.30 Monday–Friday. Office based with some home working. Some evening and weekend working. There is a time off in lieu system to compensate for overtime. 0.8 FTE would be considered.
Holiday:	25 days per annum. The holiday year is January–December.
Notice period:	3 months
Location:	Wood Centre for Innovation, Quarry Road, Oxford OX3 8SB (with frequent visits to the Oxford centre for Innovation)

THE ROLE

The Associate Director of Operations (ADoO) is a newly created position.

Working closely with the Director of Innovation and Operations, CEO, and other Divisional Directors, the ADoO will be responsible for supporting, shaping, implementing and strengthening of The Oxford Trust's core infrastructure and processes to enhance its development, growth and charitable mission.

The ADoO is a member of the senior leadership team (SLT) working across the organisation with specific day to day responsibility for our innovation centre managing agents (Oxford Innovation Space) and the Trust's own direct operations on the Headington site.

JOB DESCRIPTION

As Director of Operations (ADoO) for The Oxford Trust, the post holder reports to the Director of Innovation & Operations (DIO) of the Trust. The ADoO may occasionally attend the Trust's governing board meetings and subcommittees (as appropriate) as an invited member.

Key responsibilities:

1. Buildings and landscape, infrastructure, and general charity operations.
 - Overseeing the day-to-day relationships with the managing agents of our innovation centres, which has accountabilities for all areas of fiscal management (of the innovation centres), including monthly billing, revenue collection (including debt management), costs and financial reporting. This will require a good understanding of P & L reports and managing costs.

- Steer community building activities on our sites for client and wider network engagement.
- Being a key part of all capital expenditure projects (managed by divisional directors) and responsible for activation of new activities (buildings, equipment etc.) from contractors and suppliers.
- Oversee the operations of our existing, and new, innovation centres, science education facilities, cafe and wider estates (including 15 acres of woodland, ponds etc.) ensuring alignment with organisational goals and strategic priorities.
- Develop and implement operational strategies to enhance and support the efficiency and impact of client research, development, and innovation initiatives.
- Manage budgets, resources, and timelines to ensure cost-effectiveness and timely delivery.
- Foster a culture of collaboration and creativity, working closely with cross-functional teams and delivery partners to drive cutting-edge solutions and process improvements.
- Monitor key performance indicators (KPIs) to evaluate the success of our operations and report progress to senior leadership.
- Ensure compliance with industry regulations, safety standards, and organisational policies within the innovation centres.

2. IT, data compliance and management:

- Oversee the development, implementation, and maintenance of IT systems to support operational objectives across all activities of the charity.
- Compliance with GDPR
- Collaborate with IT providers to ensure robust, secure, and scalable technology infrastructure, including cloud-based systems, cybersecurity measures, and data management tools.
- Drive the adoption of innovative technologies to streamline operations, enhance productivity, and support the charities initiatives.
- Manage IT budgets, vendor relationships, and service-level agreements (SLAs) to ensure cost-effective and reliable IT solutions.
- Ensure IT systems align with organisational goals, including seamless integration with HR platforms, project management tools, and innovation workflows.
- Oversee the operation and management of our HubSpot based CRM/booking system
- Lead disaster recovery and business continuity planning to minimize disruptions and ensure operational resilience.

3. Strategic leadership and collaboration:

- Close collaboration with the Director of Innovation and managing agents to attract and on-board clients into our innovation centres, acting as an ambassador for the charity.
- Serve as a key member of the senior leadership team, contributing to the development and execution of the organisation's strategic vision with the board of trustees.
- Collaborate with department directors to align operations, IT and data strategies with overall business objectives.
- Identify opportunities for process improvements, cost savings, and operational efficiencies across all areas of responsibility.

- Represent the organisation, where appropriate, in external partnerships, industry events, and stakeholder engagements related to operations.
- Generate and provide regular reports and updates to the DoIO, CEO and SLT on operational performance, risks, and opportunities.

GENERAL MANAGEMENT

As for all staff, the ADoO must take responsibility for their own personal management and development and manage physical resources effectively, including:

- Responsibility for ensuring personal health and safety by following safe systems of work, and by meeting the requirements of the health and safety policy.
- Ensuring that the organisation's equal opportunities policies are followed and actively practice social inclusion within own area of service.
- Reading and responding to internal communications and information which is disseminated.
- Participating in the Trust's agreed performance appraisal system.
- Ensuring that all resources (including IT hardware and software) are used safely, legally and efficiently.
- Complying with GDPR and financial regulations and the Trust's other policies and systems.
- To undertake safeguarding training as required.

NOTES

- The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post-holder) subject to the needs of the Charity, and in keeping with the general profile of this post.
- A clean driving licence is required.

WORK EXPERIENCE, SKILLS & ATTRIBUTES

- 3+ years of progressive experience in multiuser operations and/or site management, with at least 2 years in a senior leadership role overseeing local operations, HR, and/or IT functions.
- Proven record of managing complex operations in an innovation-driven environment, ideally within a multi-user technology, R&D, or startup setting.
- Experience of in-house hospitality arrangements (cafe) is an advantage.
- Experience with IT systems contract management, including infrastructure, cybersecurity, and emerging technologies.
- Experience of using and managing CRM systems

- Exceptional collaboration and team-building skills, with the ability to inspire and motivate cross-functional teams.
- Strategic thinker with strong analytical, problem-solving, and decision-making abilities.
- Excellent communication and interpersonal skills, with the ability to influence stakeholders at all levels.
- Experience managing budgets, vendor relationships, and infrastructure projects.
- Knowledge of industry regulations, compliance standards, and best practices in operations, data management and IT.

SKILLS & ATTRIBUTES

- Bachelor's degree in business administration or a related field is preferred.
- Familiarity and interest in/with data driven analysis (i.e Looker Studio).
- Experience in project management tools and HR/IT systems such as Breath HR, HubSpot, Microsoft 365 suite, SharePoint etc..
- Change management experience.
- Passion for fostering a culture of innovation, collaboration, and continuous improvement.
- Able to think creatively and deliver pragmatic solutions whilst balancing risk.
- Excellent verbal and written communications skills with experience of presentations and public speaking.
- Highly self-motivated and astute.
- Excellent organisational and planning skills.
- Strong and persuasive management skills.
- Resilient and enthusiastic with energy and drive.
- Demonstrably a strong team player.
- An interest in Science, Technology, Engineering and Math (STEM) is preferred, including innovation and education.
- Demonstrably a strong team player.
- An interest in Science, Technology, Engineering and Math (STEM) is preferred including innovation and education.

BACKGROUND INFORMATION

- Established in 1985, The Oxford Trust is a charity with the mission to encourage the pursuit of science. We do this by running programmes across three areas – innovation, education and engagement. *Science Oxford* is our public and education brand. The innovation programme is run under the Trust's name/brand.
- The charity is run by a board of trustees, who have mostly held leading roles in business, education or the sciences.
- The position of Associate Director of Operations is currently one of 26 full- and part-time posts employed by the Trust with an additional 5 people employed on our behalf via our innovation centre managing agents. Our experienced team works with a wide range of stakeholders across the region, enhancing innovation through the provision of laboratory and office spaces,

business support and bringing science to life for young people, their teachers and families and promoting STEM careers.

- The Trust operates two innovation centre sites in Oxford: the Oxford Centre for Innovation in the city centre and the Wood Centre for Innovation – with one existing building (Linden) and one under construction (Aspen), set in 18 acres of parkland in Headington, working with over 20 young and growing science-based companies through provision of laboratories, workshops and offices. The income from the centres provides most of the funding for the Trust's nationally recognised '*Science Oxford*' education and engagement programmes.
- Science Oxford, our public and education brand, is the region's leading developer and provider of STEM curriculum support and enrichment and runs an extensive outreach programme and the Science Oxford Centre. Our Thinking, Doing, Talking Science (TDTs) programme is evidence-based CPD for primary teachers and the ethos behind all Science Oxford's programmes.
- The Science Oxford Centre – a hands-on facility for early years and primary-aged children – adjoins the Wood Centre for Innovation, where the Trust has its offices.
- In addition, the Trust is deeply involved in the science entrepreneurial life of the county, supporting grass roots and early-stage STEM innovation in many ways and helping facilitate Oxfordshire's world class ecosystem.
- Whilst the Trust funds most activities through its own on-going investments, it collaborates with other like-minded organisations in a way that has influence on the people it engages with.