

ROLE PROFILE

Details:			
Job Title	Education Operations Manager		
Department	Education	Base Location	FF offices and/or remote working
Reporting to	Director Education	Contracted Hours	F/T role Current 0.8 P/T
Accountable For	Presenter/Focaliser Contracting and Programme Scheduling	Salary Band	Band B

Overall Job Purpose
<p>The Education Operations Manager role holds the overview of and participates in the work undertaken by the Education Team to deliver high quality courses, events and other learning opportunities. Directly supporting the realisation of the FF's charitable purpose; strategic and operational strategies.</p>

Key Responsibilities
<ul style="list-style-type: none"> • Contribute to developing the future direction of the course and event schedule • Hold and administer the overview of the yearly course and event schedule • Liaise and build relationships with course and event presenters • Manage the course and events database • Collaborate with relevant colleagues regarding pricing • Hold a general awareness for the smooth running of courses and events and provide appropriate support as and when required
Key Relationships

Partner with the Operational area leaders to maintain effective communication during the execution of all programmes and events Liaise and build relationships with internal and external programme presenters, and with private group organisers. This will include negotiation around contracting, as well as the need at times to engage in difficult conversations that require empathy, sensitivity and/or the holding of firm boundaries.

General Duties Applicable to All Co-Workers

1. To undertake all duties and responsibilities in accordance with Foundation policies, including Equal Opportunities; Data Protection; Health & Safety; Safeguarding; Professional Practice and Quality and Financial regulations. To report any concerns to the appropriate person
2. To fully embrace the Findhorn Foundation’s spiritual beliefs and purpose, sharing your experiences with others.
3. To take full responsibility for your personal professional development and training
4. To participate in the Foundation’s Performance Appraisal Development Programme; agree an action plan; and undertake the required training in order to continually update skills and meet the requirements of the Foundation and Departmental Strategic Plans
5. To undertake such other duties as may reasonably be required, commensurate with your role, at your place of work or other premises

It is the practice of the Foundation to periodically examine co-worker’s job descriptions and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager, in conjunction with HR, with the co-workers working directly to the manager. You are expected to participate fully in such discussion and, in connection with them, to review your job description to bring it up-to-date if this is considered necessary or desirable, and to discuss it with your line manager. It is the Foundation’s aim to reach agreement on reasonable changes, but if agreement is not possible the Foundation reserves the right to insist on changes to your job description after consultation with you.

Signed		Date
	Post Holder	
Signed		Date
	Line Manager	

PERSON SPECIFICATION

Details:	
Job Title	Education Operations Manager
Department	Education

Knowledge & Skills <i>(What does the role holder need to know and do)</i>	Desirable (D)/ Essential (E)	Assessment Methods (A/QA/I/T)
<ul style="list-style-type: none"> • Able to demonstrate excellent organisational, verbal and written communication skills in a work setting 	E	I
<ul style="list-style-type: none"> • Good working knowledge of Google Docs; Excel-google sheets; Zoom or equivalent IT support systems 	E	I
<ul style="list-style-type: none"> • Negotiating skills 	E	I
<ul style="list-style-type: none"> • Knowledge of working with charitable legal regulations and frameworks 	D	I
<ul style="list-style-type: none"> • Understanding of data protection, safeguarding policies and UK visa regulations, as well as other relevant Foundation policies 	E	I
<ul style="list-style-type: none"> • Has a passion for and commitment to the ethos of the Findhorn Foundation and who can make sure that this ethos is reflected in our yearly schedule of courses and events 	E	I
<ul style="list-style-type: none"> • Knowledge of Findhorn Foundation environment and systems 	D	I
Qualifications <i>(What formal qualifications are required for the role?)</i>	Desirable (D) / Essential (E)	Assessment Methods (A/QA/I/T)

<ul style="list-style-type: none"> • Good standard of Education, high level of english and maths 	E	I
Experience <i>(What experience does the role holder need to have?)</i>	Desirable (D) / Essential (E)	Assessment Methods (A/QA/I/T)
<ul style="list-style-type: none"> • Experience of developing, liaising and building relationships with workshop presenters 	D	I
<ul style="list-style-type: none"> • Comprehensive knowledge and understanding of the Foundation's organisational structure 	D	I
Personal Attributes/Attitude <i>(How does the role holder need to think and act?)</i>	Desirable (D) / Essential (E)	Assessment Methods (A/QA/I/T)
<ul style="list-style-type: none"> • Aligned with the spiritual impulse and principles of the Findhorn Foundation 	E	I
<ul style="list-style-type: none"> • Ability to use own initiative and to work with deadlines 	E	I
<ul style="list-style-type: none"> • Strong interest in streamlining processes 	D	I
<ul style="list-style-type: none"> • Ability to translate own knowledge and skills into supporting role and able to thrive in a busy office environment / organisational / community environment 	E	I
<ul style="list-style-type: none"> • Ability to work well within a developing team dynamic 	E	I
<ul style="list-style-type: none"> • Resourceful; adaptable, flexible and forward thinking 	D	I
<ul style="list-style-type: none"> • Self-motivated and able to work autonomously 	D	I
<ul style="list-style-type: none"> • Confident communication skills 	E	I
<ul style="list-style-type: none"> • Interest and awareness of equality, diversity and inclusion work 	D	I

A = Application QA = Qualification Audit I = Interview T = Task i.e. assessment centre