

UK Data Service Business Operations Manager

Digital Resources / UK Data Service

Reports to: UK Data Service director of impact

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Jisc Guiding principles

We believe in ‘Technology for Good’ and improving lives through learning and research. To achieve we are all guided by 6 principles which underpin how we approach our roles and each other. We use these Guiding principles every day and they are used to recruit, develop and recognise everyone in Jisc.

Be original	Think social enterprise	Make an impact
Always inclusive	Never stand still	Get it done

The team

This post will be based within the UK Data Service team which is part of the content and discovery area within Jisc’s digital resources directorate.

Jisc is the UK higher, further education and skills sectors’ not-for-profit organisation for digital services and solutions.

We:

- Operate shared digital infrastructure and services
- Negotiate sector-wide deals with IT vendors and commercial publishers, and
- Provide trusted advice and practical assistance for universities, colleges and learning providers.

Digital resources is the Jisc directorate that delivers services that support the procurement, licensing, management, discovery and use of content and software for UK further education, higher education and research. Our work areas are: licensing (content and software), research management, content and discovery.

Content and discovery delivers a number of products, services and activities:

- high quality digital archives
- support for institutions in the acquisition, digitisation and utilisation of content
- unique aggregations of catalogues and archival descriptions from UK universities, specialist libraries and archives
- collection analysis and management tools for national, university & special library collections across the UK
- a range of stakeholder engagement activities within the library and academic community as well as the heritage sector

The **UK Data Service** is funded by the Economic and Social Research Council to provide 'one stop shop' access to high-quality social, economic and population data. The Service provides seamless access and support to meet the data needs of researchers and analysts in the higher education, voluntary sector, and all levels of government.

The Service is a collaboration between University of Essex; Jisc; University of Manchester; University of Edinburgh; and University College London.

The role

The UK Data Service team at Jisc focus on making census aggregate data and international microdata available to researchers, as well as evidencing and promoting the impact of the whole UK Data Service collaboration and the data it holds. We're a small team covering a lot of different activities and we're looking for someone who can manage our day-to-day operations.

You will be responsible for developing, implementing and managing our business operations strategy and processes. A key part of this role is to manage how we ensure the data and platforms members of the team work, through:

- oversight, management and development of our team documentation, maintenance calendars, Jira boards and working processes.
- responsibility for managing the team's compliance with ISO 9001 and 27001

We work with a range of high-level stakeholders and partners, including national and international data producers, researchers, charities, think tanks local and national government. We are looking for someone who can:

- lead on negotiations to make data accessible to our users
- work closely with the Research Impact and Engagement Manager to identify impact leads and develop our relationships with them
- facilitate focus groups and interviews to ensure we align our service with our user needs.

You will be responsible for reporting internally and to our partners, stakeholders and funder (the Economic and Social Research Council/UKRI). This will involve:

- collection, collation and analysis of data from the CRM and our services
- producing accurate and detailed written reports for internal use and for our stakeholders, including the UKDS senior leadership team and advisory board, as well as for our funder and other stakeholders.

You will engage extensively across Jisc to develop productive relationships that will support our standard management operations and enable the optimisation of business processes. This will include:

- managing close working relationship with our finance, procurement and technical operations teams
- ensuring that our business processes are aligned to the Jisc Product Lifecycle Management (PLM) methodologies.

You will organise our event schedule, including online and in-person training, webinars and impact conferences.

Responsibilities will include (but not be limited to):

- Developing, implementing and managing our business operations strategy and processes
- Building and managing high-quality relationships at a range of levels with external partners, stakeholders, impact leads and funders
- Leading negotiations with national and international governmental and NGO data providers
- Collating, analysing and communicating about how our data is accessed and used in written reports internally within Jisc and to partners, stakeholders and our funder
- Building and managing relationships across Jisc which support smooth running of our business operations, including with Jisc's finance, procurement and technical teams
- Organising online and in-person events and conferences
- Oversight and management of team documentation, technical maintenance and update calendars, Jira boards and working processes
- Line management

The person

	Need to have	Nice to have
Behaviours	<ul style="list-style-type: none"> • An ability to work independently and collaboratively as part of a virtual team • Ability to take ownership of multiple projects and activities and run with them in an organised manner • A keen, proactive approach to solving problems and approaching challenges • A self-starter who finishes work to a high standard • A customer/user-focused approach 	
Skills	<ul style="list-style-type: none"> • Excellent interpersonal, communication and presentational skills • Well-developed analysis and report writing skills • Excellent organisational skills • Strong relationship-building skills at a range of levels • Good general IT skills 	
Experience	<ul style="list-style-type: none"> • Proven experience of line management • Proven experience of managing relationships with stakeholders at different levels • Experience of writing reports • Experience in a customer/user-focused role • Experience of finance and/or customer relationship management systems 	<ul style="list-style-type: none"> • Experience of negotiating deals, licences or similar • Experience of organising events and/or programmes for external audiences • Experience of ISO 9001 and/or ISO 27001
Qualifications	<ul style="list-style-type: none"> • Relevant experience in a similar role 	

The organisation

We're constantly changing and evolving at Jisc, so this job description just gives a flavour of what the role involves. It will change as our operations develop. Getting face to face is something we value and find time for when we can, so you may need to travel on occasion. Our main offices are in Bristol, Harwell, London and Manchester.