



ECONOMIC
STATISTICS
CENTRE
OF
EXCELLENCE

NATIONAL INSTITUTE OF ECONOMIC AND SOCIAL RESEARCH

OPERATIONS DIRECTOR

ECONOMIC STATISTICS CENTRE OF EXCELLENCE (ESCoE)

The Economic Statistics Centre of Excellence (ESCoE) is an independent research centre funded primarily by the Office for National Statistics (ONS). The Centre conducts research that addresses the challenges of measuring the modern economy and provides an environment for the development of a wider research community with skills and research experience in economic measurement. The Centre is hosted by the National Institute of Economic Research (NIESR) and is delivered in close collaboration with its partner institutions, including the University of Cambridge, King's College London, Nesta, the University of Strathclyde and Warwick Business School.

The ESCoE was established in 2017 and will deliver the first phase of its research programme in March 2019. We are seeking to appoint an Operations Director to support the delivery of the next phase of the Centre's research programme. The Operations Director will take responsibility for the Centre's day-to-day operations and is the prime contact for the ONS on daily operational service matters relating to ESCoE. As a key member of the Centre's Senior Management Team, the Operations Director will also develop and implement a framework for measuring and reporting on the Centre's performance more generally. As well as the requisite experience and drive, we are looking for someone who believes in economic statistics as a basis for informed debate and means of improving public policy.

About You

You will have: A strong track record of leadership; Experience of delivering complex projects involving multiple stakeholders at the highest levels; Strong communication skills; Excellent people management skills; Experience in developing and implementing impact frameworks, ideally in a research setting; Experience of research management; Familiarity with university and research funding structures; Entrepreneurial flair and interest in working with the Centre Director to further develop and consolidate a new and high-impact institution; Understanding and commitment to the values of the ESCoE. Desirable, but not essential: Track record in business development and knowledge of the UK economic research landscape and UK economic statistics.

This role is also open as a secondment opportunity.

Role and Responsibilities

Operational management

- Work in conjunction with and proactively support the Centre Director to ensure consistency and certainty of internal communications and the ESCoE's vision.
- Lead on the resolution of Centre-wide operational issues, and which require a centrally co-ordinated approach.
- Develop a nuanced understanding of operational requirements across the full portfolio of ESCoE research services and lead on the identification, development and implementation of new policies, protocols and business processes necessary to maintain/enhance the performance of the ESCoE, in conjunction with the Centre's senior management team and other key stakeholders.
- Line-manage the Centre Administrator and harness collaborative support from the NIESR administrative team (e.g. Legal, HR, Finance, Communications and Events), ensuring delivery of a high-quality service to the Centre's stakeholders across the consortium.
- Ensure that the ESCoE adheres to relevant NIESR and ONS policies. Supporting and ensuring compliance with funder requirements in such things as publicity, reporting, documenting research outputs and procurement. Supporting the management of data protection issues.
- Responsible for the coordination of all of the Centre's day-to-day activities.
- Support the resolution of data access issues and ensure data security procedures are communicated to ESCoE Researchers and adhered to.
- Monitor the quality of research outputs, meeting delivery and performance targets.
- Management of the research team, secondments and ad-hoc requests.
- Develop systems to monitor expenditure and facilitate financial reporting in liaison with the NIESR Finance Office.
- Ensure effective communication channels for all staff and researchers within the ESCoE and with stakeholders.

Strategic leadership

- Lead on the monitoring and reporting (both internal and external) of performance against ESCoE aims and objectives, including performance against KPIs, for the ESCoE Senior Management Team and Advisory Board and other stakeholders.
- Active participation in devising and implementing operations to support the development and delivery of the strategic plan.
- Lead in the development and implementation of policies, procedures and working practices within ESCoE, identifying ways of creating value and driving targeted service improvements.
- Maintain and regularly review risk, business continuity and crisis management plans in liaison with the Centre Director.

Budget and contract management

- Lead on the management of the Centre's budget, as detailed in the grant contract and in liaison with the Centre Director.
- Ensure effective reporting against the budget and contract to the ESCoE's Senior Management Team and relevant stakeholders.
- Lead on the resolution of complex contractual matters, where related to activities of the consortium, or where instructed to do so by the Centre Director.

External engagement

- Lead on the production and submission of responses to internal and external requests for information relating to the ESCoE's activities, as approved by the Centre Director.
- Act as day-to-day point of contact for Consortium partners and the ONS on operational service matters.
- Support the line management of the ESCoE Digital Communications Officer in identifying and disseminating information about the ESCoE's activities, in line with the Centre's communications strategy.
- Build strong relationships with key internal and external stakeholders.
- Lead on monthly and quarterly review meetings with ONS at working level.

General Responsibilities

- Undertake health and safety duties and responsibilities appropriate to the role.
- Undertake continuous personal and professional development, and to support it for staff managed.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Represent the ESCoE in a professional manner to stakeholders and all audiences.
- Support the continual improvement of ESCoE processes to maximise accuracy and efficiency.
- Be flexible within the broad remit of the post.
- Take on other duties as reasonably requested by the Centre Director.
- Abide by NIESR's organisational policies, codes of conduct and practices.

Key working relationships

ESCoE: Director, Academic Co-Director, Senior Management Team, Centre Administrator and Digital Communications Officer, Project Leads.

ONS: Head of Economic Statistics External Engagement and Capability, ONS Project leads.

NIESR: Finance, Legal, HR, Communications and Events, IT.

Consortium partners: six universities and research institutes located across the UK.

Selection Criteria

The ideal candidate will have:

- A proven track record of successfully managing complex operations at scale, preferably within a research environment, including impact tracking and financial monitoring.
- Strategic leadership and management experience. Motivates and leads effectively, setting the direction of one or more functions and promoting collaboration across formal boundaries.
- Knowledge or an understanding of academic research centres and a good understanding of research processes, particularly in economics and/or economic statistics.
- Experience of stakeholder relationship management, working across complex organisations and successfully influencing and managing change in such environments.
- Excellent communication skills. Communicates in a compelling and influential way adapting the style and message to a diverse internal or external audience in an accessible way.
- Creative problem solving skills and strong organisational, prioritisation and time management skills.
- An entrepreneurial approach, and initiates new and innovative solutions to problems which have a strategic impact.
- Experience of building effective teams, networks or communities of practice and fostering constructive cross-team collaboration.
- A flexible approach to their work, recognising that there will likely be changes in the emphasis of duties, and being comfortable with adapting objectives and success measures in discussion with the Centre Director according to business priorities.
- A proactive, self-starting, and enthusiastic nature with the ability to drive work forward to completion.
- A disciplined work-ethic, resilience and ability to maintain clarity and focus in the midst of complexity and ambiguity, and an agility to move between and connect 'big picture' understanding and operational detail.
- Excellent interpersonal and people management skills, warm, professional and confident manner, with an ability to liaise effectively with all levels of staff.
- Excellent general IT skills and ability to maintain complex information sources and databases.
- Willingness to work flexibly where needed, sometimes out of office hours, including travelling to conferences and events.
- Highly professional conduct and completely trustworthy.

The post is a full-time role with a salary of between £60,000 to £75,000, depending on qualifications and experience. To apply please send a CV (with the names of two referees) and covering letter explaining your suitability and interest in this post to hr@niesr.ac.uk.

Emailed applications should include the subject line '[Your Name] ESCoE Operations Director'.

Closing date for applications is Monday 10th December with interviews expected to take place w/c 17th December. Due to the large number of applications we usually receive, it is not possible to write to you should you not be shortlisted.

The National Institute of Economic Research is Britain's longest established independent economic and social research institute. It specialises in high quality academic research, relevant to the economic and social forces affecting people's lives.