



Earlham
Institute

Decoding Living Systems

Senior Operations Manager

(Deputy Chief Operating Officer)

RECRUITMENT PACK



Introduction.

Thank you for your interest in the Senior Operations Manager (Deputy Chief Operating Officer) at the Earlham Institute (EI).

The Senior Operations Manager (SOM) (Deputy COO) will play a key role in ensuring the smooth operational running of the Institute. They will be first point of call for all enquiries from staff, students, and other external stakeholders across all operations at the Earlham Institute (EI) from operational support and laboratory management through to internal processes at the Institute. They will support the Chief Operating Officer (COO) with the management of the Division, from Business Development, Communications, Advanced Training and the Laboratory and Business Support Groups who provide building and support services to the Institute. They will also assist the COO to oversee services provided to the Institute via the shared services (Norwich Bioscience Institute Partnership (NBIP)) providing Estates, Health and Safety, Human Resources, Quality Assurance, Finance, Purchasing and Computing services.

The SOM will be responsible for the safe operations of the Research Faculty, Transformative Genomics and Biofoundry Laboratories reporting to the COO as required. They will play a key role in ensuring that EI operates safely and efficiently, coordinating all aspects of support, including health and safety, and asset management.

They will consult with external contacts such as contractors, suppliers, auditors, the Health and Safety Executive, and the wider park Heads of Functions within the shared service centre (NBIP).

The SOM will represent EI on capital projects and across Norwich Research Park working groups, represent EI on Committees and deputise for the COO when appropriate at meetings such as the NBI Health & Safety, Anglia Innovation Partnership Boards, Enterprise committees etc.

The SOM will focus on day-to-day operational decision making, delegated to them by the COO, and take full responsibility for their own areas of responsibility and key projects at EI. They will draft Operational policies and ensure our compliance with them. They will be responsible for the leadership and line management of the Communications and Operational and Laboratory Management and Business Support Groups, and support the other members of the Operational Division, working closely with the EA to the COO, and the Project Operations Officer. They will provide support to the Head of Business Development and Advanced Training.

They will assist the COO with all Company Secretary duties for the EI Corporate Governance. Drafting EI Board papers, for the EI Trustee Board, Earlham Enterprise Ltd Board and EI Board H&S Committee. They will join the EI SMT and prepare all Operational updates for the Committee. They will also take the leading role in risk management for EI, running the risk register on a day-to-day basis and briefing the executive team as required.

Although full-time hours are available, applications from those interested in working part-time hours are also welcomed.

Starting salary:
£55,500 - £69,250

(A higher salary may be offered for an exceptional candidate)

Post No: 1004827

Contract length: 54

Hours per week: 37

Department: Operations

Closing date: 24 January 2025

Interview date: 7 February 2025

Ideal start date: 3 March 2025

How to apply

earlham.ac.uk



Who we are.

The Earlham Institute is a hub of life science research, training, and innovation focused on understanding the natural world through the lens of genomics.

Embracing the full breadth of life on Earth, our scientists specialise in developing and testing the latest tools and approaches needed to decode living systems and make predictions about biology.

The Earlham Institute is based within the Norwich Research Park and is one of eight institutes that receive strategic funding from UKRI Biotechnology and Biological Science Research Council (BBSRC), as well as support from other research funders.

[earlham.ac.uk](https://www.earlham.ac.uk)



The Earlham Institute is a registered charity (No.1136213), strategically funded by the Biotechnology and Biological Sciences Research Council.



Our vision and mission.

We are building a future where the biology of any organism can be understood by analysing its genome.

The Earlham Institute's mission is to decode the scale and complexity of living systems so we can understand, benefit from, and protect life on Earth.

Bringing together multi-disciplinary expertise in the life sciences with engineering, computational science, and biotechnology, we are:

- Answering fundamental and important biological questions
- Pioneering the development of new technology and enabling resources
- Using our unique skills, knowledge, and infrastructure to address global challenges
- Training the next generation of scientists and upskilling the community
- Collaborating with academia and industry to realise the impact of our science
- Engaging with policy makers, the public, and stakeholders about our science

To read more, see

[earlham.ac.uk/our-vision-and-mission](https://www.earlham.ac.uk/our-vision-and-mission)



Our commitment to Equality, Diversity, and Inclusion.

The Earlham Institute is strongly committed to being a force for change with reference to furthering Equality, Diversity and Inclusion. We welcome applications from anyone regardless of ethnicity, heritage, disability, gender, sexuality, religion, socio-economic background or other differences.

We are committed to inclusive working practices.

During the application process we commit to:

- paying for childcare and care costs whilst you are at interviews
- paying for your travel costs to the office and back for interviews
- making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you'd like them
- providing this document in a Word document format readily available to download
- offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

You can find more about our commitment to Equality, Diversity, Inclusivity and Accessibility on our website.

If there is anything else you are concerned about or think we could provide, please let us know.



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Research strategy.

To achieve our mission and vision we have set out strategic research themes to accelerate life science research, deliver global societal impact, and put the Earlham Institute at the forefront of advancing knowledge in the area of data-intensive biological research.

We have four Strategic Research Themes, and sitting alongside these, a commitment to our people, recognising the importance of our community and workplace culture in achieving success:

- Data Intensive Bioscience
- Technology Development
- Systems and Synthetic Biology
- Addressing Urgent Global Challenges
- Supporting our People

This strategy provides a focus for our efforts but is not designed to be all-encompassing, recognising the value of curiosity-driven science and the need to be agile so we can exploit new opportunities as they arise.

For more on our research strategy and commitment to our people see:

[earlham.ac.uk/our-strategy](https://www.earlham.ac.uk/our-strategy)





Our culture.

The Earlham Institute can only achieve its objectives if individuals have the right environment, opportunities, and encouragement to grow and develop.

Every member of staff and every student has a role to play, which is why our culture is one of the most valuable assets we have.

Our success is founded on a culture defined by six core values.

To read more, see [earlham.ac.uk/our-culture](https://www.earlham.ac.uk/our-culture)

Openness - we promote the dissemination of knowledge and distribution of data and software tools by following open and transparent data-sharing policies that are embedded in EI's research programmes.

Technical Excellence - we're committed to continuous improvement and expect everyone to work to the highest standards of quality.

Developing and Rewarding Talent - we aim to recruit, train and retain highly skilled and talented people, with our alumni acting as ambassadors for the Institute.

Innovation - we develop and apply novel, state of the art technologies to deliver innovative approaches.

Collaboration - we work collaboratively, internally and externally, through mutual respect and openness.

Equality, Diversity and Inclusion - we recognise the value of diverse workplaces, with a commitment to creating fair and welcoming environments for everyone.



Key relationships.

The Operations Division provides support across all our main activities and infrastructure, allowing us to deliver world-class science.

Keeping everything running smoothly, Operations brings together specialists from four groups to ensure we are well placed and supported to stay at the forefront of the life sciences. The Groups are Communications, Operations and Laboratory Management, Advanced Scientific Training, and Business Development and Impact. The Divisions also works closely with all corporate service Teams provided by as shared service provider for HR, Finance, Corporate Computing, Scientific Computing Procurement, and Facilities Management to ensure the Institute can operate effectively.

Internal

The post holder will work very closely with the Chief Operating Officer (COO), and all Group Research and Operational Group Leaders in EI. They will have contact with the EI Director and wider members of the Executive. They will line manage the Head of Communications and Operational and Laboratory Manager. They will also provide support to the Head of Business Development and Impact and Advanced Training. They may also have direct contact with the Board of Trustee Directors. Students working at EI.

External

NBIP Heads of Functions (providing shared services including Finance, HR, facilities and health and safety support), EI tenants, Health and Safety coordinators, suppliers, and contractors, visiting collaborators and students, staff on the Norwich Research Park, regulatory agencies.

If you would like to find out more and want to speak to the Institutes COO, please contact nbi.recruitment@nbi.ac.uk to arrange a call.

Main activities and responsibilities.

Infrastructure Strategic Management

Strategically manage the operations of the EI buildings, infrastructure, and operations, working with the Group Leaders and Operational and Laboratory manager and Head of Research Faculty Office, and Head of Facilities, to ensure the proper functioning and use of the EI facilities. Ensuring EI follows good practice, and that we meet our regulatory and legal requirements. Draft a strategy for a programme of continuous improvement at EI.

Strategic Management of Operations

Strategic management of two of the Operational groups, subject to the occupants' skills and experience – Communications and the Operational and Business Support Team.

Capital Funding and Facility Management

Assisting with drafting of Capital cases and projects. Consulting with the Head of Facility & Risk Management (FM) on all estates support and H&S management. Ensuring good delivery of FM services. Responsible for the asset management system; managing operational aspects of equipment/asset disposal maximising returns on disposal. Review and update the Strategic Asset Management Plan for EI. Working closely with the Operational and Laboratory Manager and Business Support Group.

Strategic Policy Drafting

Strategic drafting of policies and projects such as: Review EI's Business Continuity Plans, and other Policies working closely with the Operational Officer Policy and Projects.

Budget Management

Be responsible for a range of EI budgets, both operational, staff and capital budgets. Budgets range up to £1m on capital projects and up to £500k on operational and staff budgets.

Capital Project Delivery

Lead the delivery of capital projects as directed by the COO, working closely with the Operational and Laboratory Manager.

Corporate Governance

Draft EI Board pack and briefing papers, for both EI and EEL, and the EI Health and Safety Working Group.

Operational Delivery

Day-to-day first contact for operational enquiries, and deliver an independent response, trouble shooting and problem solving to find good solutions that support EI and the wider site.

Collaboration on the NRP Representing EI Executive

Member of the EI SMT, and cross site working groups and committees on behalf of EI, such as H&S Committee, AIP Enterprise Committee, and AIP Strategy.

Other Tasks as required

As agreed with line manager, any other duties commensurate with the nature of the role.

Person specification.

Professional Degree Level Qualification

- Degree in relevant financial, legal, project management or operational areas of expertise or equivalent qualification, such as chartered accountant, lawyer, etc.

Specialist Knowledge and Skills

- Demonstrated organisational skills, including ability to prioritise own workload.
- Strong ability and enjoyment of troubleshooting and problem solving independently without supervision.
- Working knowledge of the impact of Health and Safety legislation in the workplace.
- Demonstrated rigorous and methodical approach to work.
- Familiarity and demonstrated confidence in use of Microsoft Office programs, especially Word, Excel, and PowerPoint.
- Experience of Company Security role or preparing briefing papers for committees/Boards.

Relevant Experience

- Significant experience working at Senior Management level, or working in an active busy multidisciplinary organisation, with involvement in the management of operational activities.
- Demonstrable experience in developing, implementing, and managing Strategy.
- Experience of Facilities and Building Management, capital project delivery.
- Experience of Communication Management
- Experience of software, IT, CRM, and Laboratory Management Information Systems (LIMS)
- Experience in quality assurance certifications schemes

Management and Leadership

- Significant experience of managing and leading others.
- Demonstrable experience in developing, implementing, and managing an area of operational strategy.
- Experience of running an area of operational activities or being part of the senior team delivery a large project or service, with responsibility for a specific area of critical delivery.
- Experience of Human Resource Management/ dealing with queries from staff, or engagement with a group of staff/students on areas such as Equality and Diversity or policy development.

Interpersonal and Communication Skills

- Excellent written and oral communication skills with the ability to express self clearly to colleagues and communicate complex concepts efficiently.
- Excellent communication and diplomacy skills.
- Ability to engage with staff at all levels and an effective Team Member.
- Proven ability to work collaboratively with multiple internal stakeholders and a range of external contacts, effectively influencing and negotiating to achieve common goals.
- Good Negotiation skills, proven experience of negotiating contracts and or agreements.

Additional Requirements

- Able to present a positive of self and the institute, promoting both the international reputation and public aims of the institute.
- Promotes equality and values diversity.
- Willingness to embrace the expected values and behaviour of all staff at the Institute, ensuring it is a great place to work
- Willingness to travel and work a non-conventional work pattern at times and attend work in response to occasional callouts.



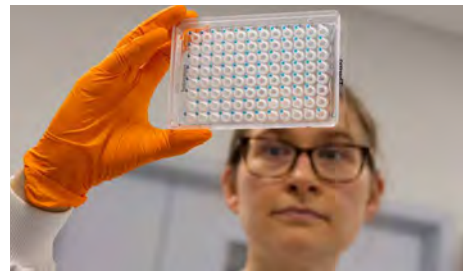
Research environment.

We are home to state-of-the-art facilities and technology, creating a unique combination of expertise and infrastructure.

We have dedicated laboratories for genome sequencing, single-cell analysis, engineering biology, and large-scale automation; as well as one of the largest supercomputing facilities for life science research in Europe.

The Earlham Institute champions 'team science'.

Our collegiate and innovative research environment comes with significant support, including a commitment to your professional development, research and administrative assistance, and opportunities to build collaborations with scientists and industry on the Norwich Research Park, across the UK, and internationally.



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Life at Earlham.

People and culture

Our success relies on each individual achieving their potential.

We do this by striving to create an environment where everyone feels meaningfully connected to their work, colleagues, and the wider mission of the Institute.

Through a diverse programme of training and support, regular feedback and reflection, committees and working groups, and a commitment to learning and improving, we constantly strengthen our work culture and identify opportunities for improvement.

Championing Equality

We are committed to building and maintaining a workplace that treats every individual with dignity and respect.

By taking an active approach to fostering inclusivity, diversity, equality and accessibility, we will empower our community to achieve more.

The Earlham Institute's Inclusivity, Diversity, Equality and Accessibility (IDEA) Committee brings together people from all levels and areas of the organisation to advise on, and assist with, the development and implementation of the IDEA strategy at EI.

Family Life

The Earlham Institute offers a supportive working environment for parents and carers, with policies, initiatives, and facilities to help you manage both your career and caring commitments.

From priority places at an on-site nursery to flexible working patterns, we work with each individual to try and help them achieve the right work/life balance.

Pay and Benefits

Come to work in a beautiful part of the UK, where you can enjoy the vibrant and historic city of Norwich while benefiting from having the Norfolk broads and picturesque coastline on your doorstep.

We'll offer a competitive salary, attractive pension, and a range of benefits, including:

- Flexible working arrangements
- Generous annual leave entitlement, along with public holidays and privilege days
- Voluntary Employee Benefits Scheme
- Discounts and special offers for staff
- On-site sports and leisure facilities, including the Rec Centre and swimming pool
- Mentorship, training and development opportunities.



Norwich Research Park.

We are partner Institute of the Norwich Research Park.

Situated on a campus that stretches across 1 kilometre, the Norwich Research Park is a world leading location for research, innovation and business.

The park is home to six research organisations: the Earlham Institute, John Innes Centre, The Sainsbury Laboratory, the Quadram Institute, the Norfolk and Norwich University Hospital, and the University of East Anglia.

For more on Norwich Research Park see:

norwichresearchpark.com



Living in Norfolk.

Norwich is an historic city with a rich culture of art, literature, and sport. This 'city of stories' is also a hub of research excellence - home to some of the leading scientific centres in the UK.

With regular trains to Cambridge and London, plenty of city bus routes, and an international airport, the city is well-connected. Consistently voted as one of the best places to live and happiest places to work in the UK, you're sure to fall in love with Norwich and create your own stories here.

www.earlham.ac.uk/living-norfolk



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