



e-Assessment Association Job Description

Title: Operations Manager (OM)

About the e-Assessment Association:

The e-Assessment Association (eAA) is a not-for-profit international membership organisation based in the UK for consumers of, producers of and those with an interest in e-assessment.

The association has been dedicated to furthering technology-enhanced assessment adoption since 2008. It provides professional support and facilitates debate and discussion for people involved in this field of expertise. It creates and communicates the positive contributions that technology makes to all forms of assessment and develops good practice for suppliers and consumers of e--assessment technologies.

The eAA is governed by a board comprising 15 elected individuals drawn from its membership base to develop and implement the strategy and trajectory of the association on behalf of its members. The board has 7 elected officers including a chair, vice chair, treasurer, association secretary, partnership secretary.

There is also an Executive Team of four roles: the CEO, the Operations Manager (OM) (this role), the Project Officer and Administrative Co-Ordinator. The OM reports to the CEO. The OM will be responsible for the management of the operations for the eAA.

In July 2019 the association established a trading company called eAssessment Services Limited to support and enable the work of the association. The OM will be employed by this company.

Information about the e-Assessment Association can be found on its website:

www.e-assessment.com

Role Summary

The work of the e-Assessment Association has grown significantly over the past few years, along with international interest in e-assessment. To sustain this growth and to ensure that we're providing full support to the community the association has appointed a CEO. Following a review of the executive team structure, the post of Operations Manager has been created to be responsible for the delivery of the eAA operations and most notably the annual International Conference and Awards. This will be a permanent, employed position.

The OM will be hired by the Chair of the eAA board but work with and to the CEO to develop and implement a secure annual plan and associated budget and ensure that appropriate resourcing is available to deliver the plan. The Board of Management of the eAA has approved an approach to resourcing that puts in place a core Executive Team supported by out-sourced suppliers and project-based consultants. This is to provide flexibility of operation for the eAA whilst maintaining close management of the organisation's resources.

An understanding and familiarity with the educational assessment sector will be an advantage, but not a pre-requisite. The individual appointed must be able to take the initiative in planning and implementing the eAA annual plan and work effectively without close supervision. The individual appointed will have to create and maintain good relationships with a wide network of stakeholders

within the educational assessment industry as well as member of the Board of Management of the eAA. Ensuring that the eAA's sponsors are well-served is paramount to the success of the role and the eAA as an organisation.

As a result, it is also anticipated that this role will be appointed on a part-time, employed basis based on a defined number of hours per week. This may be reviewed during the term of the contract by mutual agreement.

Terms

The terms of the engagement will be as follows:

- Twenty-five hours a week on appointment (which may be increased by mutual agreement). The OM will be expected to be available on every working day. (The FTE equivalent working week is 37.5 hours.)
- Permanent employment.
- Notice Period:
 - Within the first three months: One month from either party;
 - From month four onwards: Three months' notice from either party
- The Operations Manager will report to the CEO.
- The post-holder will work from their own premises and be UK-based.

Salary and Benefits

- £26,700 per annum (£40,000 FTE)
- The post holder will work remotely and be UK-based
- Annual leave – 20 days per annum plus Bank Holidays
- Pension – statutory pension contributions

Person Specification

Essential

- Previous experience as an Operations Manager or in a similar role
- Good knowledge of operations management
- Experience with forecasting models
- Experience with databases and project management software
- The ability to interpret financial data and allocate budgets
- Good communication and stakeholder management skills
- Experience managing a budget
- Experience of managing staff and freelancers
- Event Management (in person)
- Strong team player, able to lead and deliver on multiple projects
- Experience of maintaining and updating websites and membership databases

Desirable

- Experience of working with, and reporting to, a Volunteer Board or Trustees
- Experience of delivering online webinars
- Experience of using the following applications currently being used by the eAA: WordPress, Mailchimp, Gravity Forms, Zapier and MSTeams
- Knowledge of Social Media platforms Twitter and LinkedIn

Main tasks

Executive Team and Operations

- To lead and manage the Project Officer and Administrative Assistant roles
- To appoint and manage Freelancer roles as required
- To report on the delivery of the annual plan and budget to the CEO

Operations Planning and Management

- Creation and operational delivery of the annual plan
- Establish operational KPIs and measures to judge the quality of the eAA's service
- Creation of the annual budget associated with the annual plan
- Planning of resources and recruitment of staff – permanent and project based
- Oversee and ensure the delivery of the key operational elements of the eAA – technical operations (such as website creation and management), projects (as specified in the annual plan), marketing (in conjunction with external marketing resources), events (in particular the annual International Conference and Awards) and special interest groups (SIGs)
- To be responsible for scoping specific projects and sourcing the resource to deliver them
- To enable and facilitate volunteer Board Members and key individuals, to actively participate and support Project work

Strategic Development and Planning

- To support the CEO in the development of the eAA strategy, in accordance with the aims set by the Board

Promotion of the eAA and Communication

- To support the CEO in the promotion of the eAA and engagement with membership and sponsors
- To engage with corporate, organisational and individual members, planning and providing support and exposure through the newsletter, blogs, webinars and other means of promoting the organisation
- To ensure the eAA is the GoTo point for information on e-assessment through the website and social media, and to ensure timely response to key issues and e-assessment related news
- To be the first point of contact with the membership and sponsors of the eAA, providing responses to enquiries and information about the organisation, referring to the CEO and members of the Board of Management as appropriate
- To liaise and support the Partnership Secretary in managing existing sponsors and the renewals process, including fee collection
- To support the CEO in managing all prospective sponsorship enquiries, and onboarding of new sponsors
- To be the principle point of contact for all Event sponsors, including Award sponsors

Financial Management

- To be responsible for the tracking of the budget and adjusting the forecast spend
- To provide regular management financial reports to the CEO for the Board of Management and to the Finance Committee
- Create budgets for subsequent years with the Finance Committee of the Board
- Monitor budgets and make changes as required based on ongoing activities



Appointment process

In order to make sure that the association follows good governance and transparency in its activities the board has decided that the post will be advertised on its website and through a mailing to members and sponsors. Applications will be sought with a view to receiving them from interested parties by the 6th February 2023.

Interviews will be held during February 2023 with a view to offering the position by the end of February 2023. Members of the eAA Board of Management will comprise the interviewing panel. The appointment recommendation will need to be ratified by the Board.

Application process

Applicants should submit the following:

1. A submission of no more than two pages explaining the reasons for making the application, providing details of relevant experience and fit to the person specification and main tasks of the role.
2. An up-to-date CV that provides insight of the applicant in relation to this role.
3. Details of two referees that can be approached prior to an offer of appointment being made.

The applications will be reviewed by the Chair of the eAA and members of the interview panel and candidates for interview will be selected. Shortlisted candidates will be asked to prepare a 10minute presentation to be given at the interview. The topic will be provided to shortlisted candidates before the interview takes place.

Questions about the role and interview process

Any questions about the role and the interview process should be addressed to the Chair of the eAA at the following email address: chair@e-assessment.com.

Deadlines

Submission of applications:	Monday 6 th February 2023, 5.00pm
Notification of shortlisted candidates:	Friday 10 th February 2023, 5.00pm
Interview to take place:	Week beginning Monday 20 th February 2023

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