



**IMA Operations Manager**

**Salary: £35,000 - £37,273**

**Reporting to:** Chief Executive Officer

**Role Purpose:** To manage and develop the IMA’s operations. To assist and deputise for the CEO as required.

**Roles reporting into this position:** Money Advice Specialist, Membership Marketing and Communications Manager, Administrator x 1

**Key accountabilities**

<p><b>1. Training, qualifications and continuing professional development (CPD).</b></p>	<p><b><u>Training</u></b></p> <p>Responsibility for managing and developing all IMA training provision and delivery, including:</p> <ul style="list-style-type: none"> <li>a) producing training programmes and learning events that meet the needs of money advisers.</li> <li>b) working with the Business Development Consultant to provide training services to new markets.</li> <li>c) working with the Membership Marketing and Communications Manager to ensure effective marketing of IMA training.</li> <li>d) preparing tender applications and funding proposals for training activities.</li> <li>e) managing funding contracts and relationships for training. This includes producing reports by required deadlines and attending monitoring meetings with funders.</li> <li>f) assuring the quality of all training and managing a pool of freelance trainers.</li> <li>g) maintaining accreditation of specific learning programmes.</li> <li>h) managing the Institute’s Money Advice Service (MAS)-accredited training delivery and testing.</li> <li>i) negotiating with in-house training customers and securing their business.</li> <li>j) developing the Institute’s training, including its digital learning.</li> </ul>
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	<p><b><u>Qualifications and CPD</u></b></p> <p>Responsibility for managing and developing the CertMAP qualification, including:</p> <ul style="list-style-type: none"> <li>a) ensuring ongoing bursary for CertMAP (including reporting to funders and securing new, additional funding, to provide more bursaries).</li> <li>b) strategic development and oversight of the IMA CPD scheme.</li> </ul>
<p><b>2. People management</b></p>	<p>Lead and manage staff in the effective delivery of services, including:</p> <ul style="list-style-type: none"> <li>a) managing the performance and development of staff, mainly through supervision and the appraisal process</li> <li>b) creating a positive working environment, in which equality and diversity are well-managed and staff can do their best</li> <li>c) planning and allocating work, monitoring achievement of outputs and targets and supporting staff as appropriate</li> <li>d) recruiting and arranging the induction of new staff as required.</li> </ul>
<p><b>3. General operations management and deputising for the CEO</b></p>	<ul style="list-style-type: none"> <li>a) overseeing Quarterly Account (professional journal), ensuring compliance with IMA ethos and brand guidelines.</li> <li>b) monitoring, analysing and interpreting management information, identifying statistical trends and reporting to the CEO and other parties as required;</li> <li>c) assisting the CEO with key projects.</li> <li>d) deputising for the CEO at external events, as required.</li> <li>e) as data protection lead, implementing and ensuring compliance with the IMA's data protection policies and associated procedures.</li> <li>f) contributing flexibly as part of the team to assist in the smooth-running of IMA services.</li> <li>g) undertaking any other duties as may be reasonably required within the scope of the role.</li> <li>h) adhere to the IMA's Manager competencies.</li> </ul>

## PERSON SPECIFICATION

### Essential

1. Ability to use IT packages, including word processing, spreadsheets, databases, web-publishing, and the ability to use email and to maintain an electronic diary.
2. Strong written and oral communication skills, with excellent attention to detail and the ability to convey complex information concisely and accurately.
3. Proven ability to lead, motivate and effectively manage others.
4. Project management capability, including the ability to organise and manage high-profile national events.
5. Ability to develop and manage good relationships with stakeholders.
6. Ability to work flexibly, to manage several diverse activities at one time and to resolve conflicting priorities effectively.
7. Ability to work on own initiative and flexibly as part of a team.
8. An understanding of and commitment to equality and the positive value of diversity.
9. Ability to commit to and work within the aims, principles and policies of the Institute of Money Advisers, including those relating to confidentiality, data protection.
10. Recent experience and understanding of the money advice sector, or a willingness to learn.

### Desirable

11. An understanding of adult learning and experience of successfully managing programmes of learning and/or qualifications.
12. Experience of managing a marketing or membership function.