



Gloucestershire College is advertising this role on behalf of Gloucestershire Professional Services (GPS).

About the Role – Employment Details

Post Number	A177
Job Title	Operations Manager (Exams)
Salary	£40,502.10-£45,119.28 per annum
Contract Type	Permanent / Full Time
Campus	Cheltenham/Gloucester/Cinderford
Department	Student Programmes Office (SPO)
Reporting To	Head of Data Management
Holiday	32 days holiday, plus Christmas and Bank Holidays
Pension	People's Pension

About the Role – Meet the Team

The Operations Manager will lead, develop, and inspire the College's Exams team, creating a culture of excellence, accountability, collaboration, and continuous improvement. The postholder will ensure the team delivers a professional, responsive, and customer-focused service to students, staff, and external stakeholders while fostering a positive and high-performing working environment.

The successful candidate will be an experienced people leader with a proven ability to build, motivate, and develop high-performing teams, establish strong relationships across a complex organisation, and drive operational excellence. Previous examinations experience is not required; however, the postholder will be expected to develop an understanding of the examinations landscape, regulatory requirements, and awarding body expectations, drawing on the expertise within the team and wider sector networks.

Working closely with Heads of School, Department Heads, and professional service colleagues, the Operations Manager will champion collaboration, identify opportunities to improve systems and processes, and ensure services are aligned to the needs of curriculum areas and students. They will bring strong leadership, a continuous improvement mindset, and a commitment to delivering an outstanding service through empowered and capable teams.

About the Role – Duties and Responsibilities

Leadership and Team Development

- Lead, motivate, and develop a high-performing examinations team, fostering a positive, inclusive, and customer-focused culture.
- Create an environment that promotes accountability, collaboration, continuous improvement, and professional growth.





- Coach and support team members to maximise performance, develop confidence, and build specialist knowledge.
- Establish clear objectives, performance expectations, and development plans for all team members.
- Champion learning and development opportunities, supporting both personal and team growth.

Developing Professional Expertise

- Develop and maintain a comprehensive understanding of examination administration, awarding organisation requirements, and regulatory expectations.
- Actively engage with professional development opportunities to become the College's operational expert in examinations management and facilitation.
- Ensure changes in regulations, guidance, and best practice are understood and effectively implemented within the team.
- Translate complex requirements into practical processes and guidance for staff and stakeholders.

Stakeholder Engagement and Relationship Building

- Build strong, collaborative relationships with Heads of School, Department Heads, curriculum managers, and support service teams.
- Act as a trusted partner to academic departments, understanding their needs and ensuring examination services are responsive and effective.
- Promote a culture of partnership working, open communication, and shared responsibility for successful examination delivery.
- Influence and engage stakeholders at all levels to support operational effectiveness and continuous improvement.

Process Improvement and Operational Excellence

- Review and evaluate existing examination systems, processes, and procedures to ensure they remain efficient, effective, and fit for purpose.
- Identify opportunities to improve service delivery, reduce risk, and enhance stakeholder experience.
- Lead and implement process improvements that support both operational efficiency and excellent customer service.
- Use data, feedback, and operational insight to drive continuous improvement and informed decision-making.
- Ensure systems and processes enable the examinations team to perform effectively while supporting the needs of curriculum areas.



About You

Our Shortlisting Criteria

Essential	<ul style="list-style-type: none"> · Proven experience of leading, motivating, and developing high-performing teams. · Demonstrable success in building positive and productive relationships with a wide range of stakeholders. · Experience of leading operational services within a complex organisation. · Strong communication, influencing, and relationship-management skills. · Experience of reviewing, improving, and implementing operational processes and systems. · Ability to manage competing priorities and deliver results in a fast-paced environment. · Strong problem-solving, organisational, and decision-making skills. · Commitment to continuous learning and professional development.
Desirable	<ul style="list-style-type: none"> · Experience working within an educational environment. · Experience managing compliance-led or regulated processes. · Experience leading service improvement or change initiatives. · Knowledge of examinations, assessments, or awarding body processes.

The Perfect Person for us will demonstrate

Abilities	<ul style="list-style-type: none"> · Experienced people leader with a proven ability to build, motivate and develop high performing teams · Able to establish strong relationships with a wide range of colleagues
Job Circumstances	<ul style="list-style-type: none"> · Able to travel between college sites (if required) · Undertake any training required for the role · Hold an Enhanced DBS check or be willing to undertake a check. · This job description outlines the main duties at the time it was written. Tasks may change, but the role's overall nature and responsibility remain the same. These changes are normal and don't justify a change in the post's grading.





About the College – Our Expectations

- Take an active part in the Professional Development Conversations (PDC)
- Engage with all relevant Health & Safety regulations and assist the College in the implementation of its own Health & Safety Policy
- Actively promote the College's Equality and Diversity Policy
- Actively promote the College's Safeguarding Policy and Practices
- Support the College's sustainability policies and recognise the shared responsibility of carrying out duties in a resource efficient way
- Participate in enrolment
- Participate constructively in college activities and to adopt a flexible approach to your work.
- Undertake a first-aid qualification and participate in the first aid rota, as required.
- Undertake any other relevant duties as specified by your line manager commensurate with the level of this post

Safeguarding

At Gloucestershire College, we are committed to promoting the welfare and safeguarding of our young people and vulnerable adults. The College expects all students, staff and visitors to share this commitment. Safer recruitment practices are an essential part of this commitment.

If shortlisted, you will be required to complete a self declaration of any criminal record or other information that may make you unsuitable to work with children. This includes explaining any gaps in employment. Applicants will be required to disclose any cautions, convictions, reprimands or final warnings in line with the Rehabilitation of Offenders Act. The College is committed to the fair recruitment of ex-offenders in line with its policy and legal responsibilities.

Candidates will be asked to provide evidence of their right to work in the UK. Satisfactory references and online searches will also be completed as part of the safer recruitment process. The online search reviews publicly available information, including social media, to identify any concerns that may require further discussion. References may be requested either before interview, with consent, or following an offer of employment.

All successful applicants will be required to complete an enhanced DBS check appropriate to the role.

