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| Business Operations Manager |
| Nest Insight |
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| **Grade:** 3 |

# Overview of Nest Insight

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| Nest Insight is a public-benefit research and innovation centre set up by Nest Corporation in 2016. Our work is about finding better ways to support people’s lifelong financial wellbeing. We focus on understanding the lived experience of people on low, moderate and volatile incomes, learning about their financial needs, challenges and goals through rigorous and thoughtful analysis. We work with employers, product providers, academics and policymakers in the UK and around the world to identify, invent, test and evolve practical solutions and see what works best for people in the real world. This builds the case for systems-level change.  Our findings are shared widely and freely so that people around the globe can benefit from our work. Together our team of around 25 delivers an ambitious programme of research, publications and events, sharing best practice, both nationally and abroad. The team is passionate about the work we do and proud of what we are achieving. We are innovative thinkers, not afraid to challenge the status quo. We work flexibly, creatively and collaboratively. We are committed to supporting each other to learn and develop.  Our ground-breaking research into workplace savings has included piloting a hybrid sidecar savings solution, and pioneering opt-out approaches to workplace saving working with employers, credit unions and fintech benefits providers. These trials have been influential in the UK and internationally, and been celebrated in the media. Supporting the availability and take-up of workplace emergency savings at scale has the potential to positively impact millions of people – reducing anxiety and stress, helping avoid problem debt, and boosting wellbeing and productivity.  Our Real Accounts project is the first study of its kind in the UK, building an in-depth understanding of the lived experience of low and moderate income households whose income fluctuates over time. Using a custom designed data collection app alongside monthly interviews with 44 households, we have identified the huge mental burden undertaken by people on volatile incomes working within a system designed for regularity.  We also work to understand overall household finances: we have been matching data from Nest’s 13 million members with other financial datasets and academic studies to get a full and holistic picture of people’s long-term savings. This has helped us to better understand the knock-on impacts of changes such as saving for a pension on other parts of people’s financial lives – for example, their level of debt or how much they spend.  And we also focus on the particular challenges faced by self-employed people.  Whilst Nest Insight is a business unit of Nest Corporation, we are responsible for raising our own operating budget through sponsorships, grants and in-kind support from organisations with similar research interests, goals and values. Our funders include BlackRock, MaPS, the Aviva Foundation, and the Nuffield Foundation.  Through our collaborative approach, we’re generating insights that could improve the financial security of millions of households. Working to a new communications strategy with a focus on external impact, and with lots of exciting projects ongoing and plans to expand our reach significantly, this is an exciting time to join Nest Insight.  You can find more information about us on our website [www.nestinsight.org.uk](http://www.nestinsight.org.uk). |

# The role

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| The role of Business Operational Manager covers a diverse range of activities to drive the efficient delivery and governance of our programmes. Your goal is to work across the entire team but also with other internal and external stakeholders to help us to streamline our processes, operations and systems.  Your main focus is on operational processes, programme planning and delivery, risk management and regulatory compliance. Working with our Head of Programme Delivery, you’ll have a say in improving our processes, dashboards, and other tools and will be responsible for working with the wider team to provide guidance and establish good working practices along our processes.  This is a key role within a dynamic and ambitious team and you will play a central role in ensuring we keep oversight across our programme as we continue to grow. You will the go-to person for finance related and procurement processes within the team, will help breaking down silos by ensuring we have systems and dashboards in place that are up to date to make sure our programmes link up, our management team has the information they need and also help to ensure we have consistent ways of working across the team.  You will also be managing and contributing to a number of internal workstreams, some of which are aimed at unlocking process-driven barriers we identify as we are working on implementing our innovative research approaches.  This is a great opportunity to make an impact across our entire team. You will be working closely with our communications & events team, our team of researchers as well as our management team and central planning team. You will also have wider stakeholders within Nest as well as externally with suppliers and some of our programme delivery partners. |

# Scope and deliverables

## Main duties and responsibilities

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| In this newly created role, you will support the Head of Programme Delivery in coordinating the efficient delivery of Nest Insight’s programme by managing our operational activity and delivering special internal workstreams and the team’s business planning, procurement, budget and other programme management activity:   * Procurement: having oversight of our procurement needs across the team, planning and guiding team members with their procurement activity as well as completing some procurement from start to finish * Budget / outcost management and finance processes: ensure there is an accurate and up to date forecasting for our team’s programme and function outcosts, supporting with funder payment requests, invoice reconciliation and providing guidance to our team on finance-related processes * Risk management: working with our Head of Governance in actively embedding and managing our risk, assurance and management framework within the team * Central planning and coordination: coordinating and maintaining team-wide planning resources, dashboards, setting meeting agendas, issuing minutes and coordination of action points. * Process improvements: identify opportunities for process improvements and implement changes for better efficiency, quality and cost-effectiveness * Resourcing: supporting the Head of Programme Delivery and Central Planning Team with efficiently resourcing across the team * Internal workstreams: manage and deliver some of our internal workstreams as well as tracking progress of other internal workstreams managed by others * Supplier and contract management: manage professional relationships with some of our suppliers, coordinate contract evaluations and extensions * Compliance: working with our function heads to ensure that all our operations comply with industry regulations and standards; company and team policies * Data protection: coordinating the oversight and maintenance of data retention logs, asset owner logs, and data processing impact assessments (DPIAs) across our programme * Policies and procedures: coordinate annual reviews and updates of a range of internal policies and guidance documents, and development of new documentation * Project management support: providing a mixture of advisory and hands-on support on new or live projects when the need arises. * Lessons learned: coordinating reviews when project phases are completed, capturing and proactively disseminating the information within the wider team   Additional responsibilities and duties with the overall role purpose, to be agreed with the Head of Programme Delivery. |

## Relationships and autonomy

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| Will report to the Head of Programme Delivery and will work closely and collaboratively across the Nest Insight team with Research Team, Fundraising and Development Team, Communications and Development, Contract Manager and our Head of Governance.  Will also build and maintain relationships with suppliers and the wider Nest Finance and Procurement Teams.  The role currently has no line management responsibilities, but you will also work closely with our assistants in the team. |

# About you

## Experience and technical skills

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| You will have:   * Experience and track record of operations management, preferably within a professional services sector * Experience with procurement, financial administration and a good awareness of good risk management practices * Proven track record of being a proactive and effective business operations partner, who is able to develop and maintain effective working relationships within and outside the direct team * Experience of producing and maintaining high quality and easy to use business documentation, logs, spreadsheets and dashboards * Good awareness and experience of business operations processes, tools and systems * Experience of working collaboratively across project and organisational boundaries to achieve shared goals * Strong written and verbal communication skills with the ability to connect with and have confidence to be assertive at all levels within the organisation * Demonstratable experience of providing guidance and training to others especially in procurement and finance related processes * Excellent organisational, time management and multi-tasking skills and close attention to detail * Comfortable working in a flexible way, responsive to changing and conflicting deadlines * Good working knowledge of MS applications, including Microsoft Excel, PowerPoint and Word as well as collaboration applications such as Sharepoint and Teams.   In addition, you may have the following desirable attributes:   * Interest in and awareness of new technology that can create efficiencies in operational management * Experience of designing and implementing new business processes * Experience with managing operations within a research and /or communications & events operations context * Strong business operations acumen and the ability to analyse and translate insights on operational challenges into practical solutions   We are open to considering a variety of backgrounds. Other roles you may have experience of include: Assistant Project Manager, Project Manager, Business Manager, or Service Delivery Manager.  If you meet 70% or more of what we’re looking for, please still apply. We understand not everyone will meet all the requirements.  We are reviewing applications regularly as part of our recruitment process. |

## Personal attributes

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| The role will suit someone who is a positive and proactive individual, who is a great role model on operational management, good governance and cross-functional collaboration. By your nature, you are solutions focused, using a logical and pragmatic approach.  In addition, you are / have:   * A commitment to Nest Insight’s mission and purpose * Passionate to make an impact across the team * Rigour in following established processes and compliance with regulation and policies * Focused on continual improvement, taking pride in your ability to unlock operational challenges * Comfortable working within a growing team that has big ambitions to deliver innovative work which may pose challenges * Detailed oriented while not losing sight of the bigger picture * Proactive and who is happy to work on their own initiative, takes personal responsibility for doing a good job * Excellent interpersonal skills and emotional intelligence; calm and comfortable working with a wide range of people * Excellent communication skills, with the ability to communicate effectively and confidently * Comfortable reprioritising when things shift quickly * A commitment to team working, diversity and inclusion |

## Differentiators

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| This is a rewarding role for someone seeking to develop a career in operations and programme delivery, focusing on fostering an efficient and easy working environment for our highly passionate team, who are driven to deliver robust trial and research evidence though innovative approaches.  Nest Insight’s work has the potential to make a difference to millions of low- to moderate-income households, and our activity has a high profile across the public policy community and the industry, in the UK and internationally. |

## Working pattern

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| Flexible working patterns are actively supported in our team. We are open to anything between 0.8 and full time for this role, including structuring the role in a way that would be feasible alongside other work commitments and/or caring responsibilities. We are also open to considering part-time arrangements, for a candidate meeting all criteria and with extensive operational management experience, which would reflect a more flexible FTE salary.  Nest contracts specify the usual place of work as central London. We support hybrid working. We expect team members to be in our office (Canary Wharf) on our team day – currently Tuesday – and as needed on other days. Beyond that you can choose whether to work in the office or at home. |

## Grade Descriptor

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