

JOB DESCRIPTION

Role: **Senior Operations Manager**

Project: Cambridge SupTech Lab

Expertise: Project Management, Operations, People Management

Start Date: Immediately

Duration: 12 months, with an aim to extend

Level of effort: Full-time position

Location: Remote/Worldwide – with preference for Cambridge, UK or New York, USA

About the Cambridge SupTech Lab

Financial supervision is currently undergoing a profound paradigm shift, marked by a radical cultural evolution and extensive digital transformation. Financial supervisory agencies are undergoing a metamorphosis, transitioning from reactive, inertial, and localized organizations to their next iteration. They are becoming more forward-looking, innovative, agile, and collaborative, effectively equipped to tackle the challenges of the 21st century.

At the [Cambridge SupTech Lab](#), we are driving the acceleration of this transformation by empowering a new generation of public sector managers, supervisors, technical experts, data scientists, and technologists to lead the innovation within their respective agencies. Moreover, we actively contribute to the development of a supotech marketplace that fulfills the financial authorities' demand for cutting-edge, flexible, and ethical solutions through the supply provided by vendors.

To fulfill our mission, we focus on the following key initiatives:

- i. Delivering world-class online leadership and professional education, experiential training, ground-breaking research, market intelligence, new analytical frameworks, and innovative digital tools.
- ii. Mitigating the risks associated with the procurement of cutting-edge supotech applications.
- iii. Providing assistance to financial authorities and vendors in the development, testing, and deployment of these solutions.

- iv. Cultivating a community of Innovation Leaders who are passionate about leveraging data to create innovative, inclusive, and resilient financial sectors that drive socio-economic and environmental sustainability.

Through these efforts, we aim to shape the future of financial supervision by fostering collaboration, knowledge sharing, and the adoption of groundbreaking technologies. Together, we can pave the way for a more efficient, transparent, and sustainable financial ecosystem.

The Lab is an initiative of the Cambridge Centre for Alternative Finance (CCAF) at the University of Cambridge Judge Business School.

Your role

The Senior Operations Manager is responsible for coordination of resources within the Cambridge SupTech. They will be responsible for collaborating with the Director of Operations to manage processes and activities such that they remain in alignment with the Lab's mission and commitment to funders, the University's policies, and the operating budget.

Responsibilities

- Owning, running, and iterating on day-to-day operational policies (e.g., setting OKRs for the team, coordinating weekly standups & debriefs, conducting 1on1s as needed).
- Identifying and coordinating weekly action items for team members, governance team, and steering committee.
- Tracking overall team performance through gathering, analysis, and interpretation of data from our various tools, e.g. via dashboards or reports.
- Evaluating capacity, identifying areas where new resources are needed, and developing an action plan for filling those gaps in coordination with the Co-Heads and HR function.
- Liaising with the leadership to develop and actioning roadmap items and other new growth directives.
- Conducting regular budgetary reviews to track our progress and identify any optimizations to maximize impact and income.
- Collaborating on resourcing and budgeting for new business opportunities.
- Coordinating with the Project Management Unit on the creation and rolling out and management of new tools, processes, and procedures
- Maintaining strong operational harmony with partners within the University, such as other clusters across the Cambridge Centre for Alternative Finance (CCAF) and Judge Business School

Requirements and qualifications

Essential Characteristics

- Embodiment of our cultural tenets of empathy, transparency, and creativity.
- Excellent leadership, written and oral communication, and organizational abilities.
- Expertise in task management best practices and software.
- Working knowledge of customer relationship management (CRM) packages.
- Outstanding negotiation skills, both for internal and external stakeholders.
- Proven knowledge of performance evaluation metrics in a business setting.
- First-class people skills and ability to manage across multiple teams/organizations, each with their own distinct priorities.
- English language fluency or native speaker

Desirable

- Expertise in managing within our specific context (at the nexus of academia, philanthropic funding, and public sector financial authorities).
- Experience working with our specific software stack (Wrike, HubSpot, Office Online).
- Master's degree in business administration, finance, personnel management, public policy, or related fields.
- 7+ years experience working in an operations role.
- 3+ years experience in a management or leadership capacity.

Candidates need to succeed in technical skills, but also need to embody soft skills to achieve long-term success at Cambridge SupTech Lab:

- Emotional intelligence, communication, and empathy: How is your ability to collaborate effectively with others and work in teams, build relationships, share ideas, and manage conflict?
- Creativity and problem-solving skills: Are you an analytical and critical thinker? Can you find creative solutions to problems?
- Adaptability and flexibility: Our working environment and culture requires you to be agile and adaptable to succeed in this role. Are these your qualities?

What we offer

- A job and a team with a purpose. This is a chance to work on actual challenges in the financial sector that greatly affect our economies and society as a whole, and to have a real impact using data and tech to transform the public sector.
- True commitment to innovation and to break new ground in this field.

- Exposure to leading thinkers, researchers, and solution creators in the financial and tech space, and in the academic world as well.
- Opportunities to frame evidence-based discussions in a rapidly evolving niche industry.
- Opportunities to develop and lead a growth area within the policy and tech field.
- Significant professional growth potential.
- Competitive compensation.
- Flexible work schedule.

How to apply

Interested candidates should apply [through our website](#).