	Last Updated: 05/05/26		
Job Title	Operations Manager (UK National Ion Beam Centre)		
Faculty/ Department	School of Computer Science and Electronic Engineering	**Legal Entity**	University of Surrey
Job Family	Professional Services	**Job Level**	5
Reports To	Professor Satheesh Krishnamurthy	**Line Manages (role title(s))**	None

Job Statement

This is an Engineering and Physical Sciences Research Council (EPSRC) funded position within the UK National Ion Beam Centre, a multi-institutional collaboration comprising the UK Atomic Energy Authority, the University of Manchester, and the University of Surrey, with Surrey acting as the lead site. The role is a key strategic position responsible for driving the long-term development, operational effectiveness, and external engagement of the Centre, enhancing its national and international impact, supporting academic and industrial users, and contributing to the growth, sustainability, and reputation of the UK's ion beam research capabilities.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities

1. Work with the Directors to develop suitable strategic plans, in order to meet the aims of the National Facility over the coming 5 years.
2. Identify new markets, develop and maintain new customer relationships to the benefit of the National Facility.
3. Develop business plans that will sustain the Facility's reputation as a national centre of excellence.
4. Develop strategies, activities and practices that will extend the Facility's international reach through excellent scientific capabilities and service delivery.
5. Assume day-to-day operational responsibility for the timely supply of wafers to academic and industrial customers of the National Facility
6. Monitoring and reporting of operational budget and reporting to the Directors
7. Responsible for the management and further development of operations systems designed to meet the key performance objectives (including case studies across the three universities of the national facility)
8. Maintain a robust scheduling system and ensure that expected delivery dates are communicated to users.
9. Responsible for the management of Quality Management processes and staffing in compliance with ISO9001 qualification
10. Ongoing management of the Facility's customers base, including initiating methods of increasing the number of academic and industrial users of the Facility by building relationships nationally and internationally. Actively consulting the academic community and industry to identify current and future needs.
11. Developing collaborative and contractual links with potential industrial collaborators
12. Identify appropriate equipment requirements for specific jobs in consultation with National Facility staff.
13. Responsible for identifying improvements in working practices and training needs of Facility staff
14. Ensure Health and Safety is maintained in line with University regulations.
15. Maintaining and supporting governance activities for the UKNIBC
16. Effective communication with EPSRC as and when required
17. Any other duties commensurate with the grade of the post.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

Accountability

Delivery & Operations: Accountable for the efficient day-to-day operation of the Facility, ensuring timely, high-quality delivery of wafers and services to academic and industrial users.

- Strategy & Growth: Accountable for developing and executing strategic and business development plans that expand the Facility's user base, market reach, and long-term sustainability.
- Financial & Performance Management: Accountable for budget oversight and assisting to achieve key operational and commercial KPIs, with regular reporting to Directors and stakeholders.
- Compliance & Governance: Accountable for maintaining quality standards (ISO9001)

Problem solving and decision making

- Complex Problem Solving: Leads the resolution of complex operational, technical, and commercial challenges, balancing scientific capability, customer requirements, and resource constraints.
- Data-Driven Decisions: Makes informed decisions based on operational data, financial performance, and market intelligence to optimise delivery, efficiency, and growth.

- Prioritisation & Trade-offs: Exercises sound judgement in prioritising competing demands (e.g. scheduling, customer needs, equipment availability) to ensure optimal outcomes for the Facility.
- Strategic Decision Making: Contributes to and implements high-impact strategic decisions that support long-term sustainability, competitiveness, and alignment with stakeholders such as Engineering and Physical Sciences Research Council.

Supplementary Information

- The post holder has no budgetary responsibility
- The post holder will liaise with the user community and industry stakeholders, maintaining existing relationships and establishing new external partnerships.

Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	
Degree in Engineering, Physical Sciences, or related field OR equivalent industry experience in a relevant technical sector	E
Masters/PhD in a relevant discipline	D
MBA or postgraduate qualification in: • Business Management • Innovation / Entrepreneurship	D

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). Level 1: basic level of understanding/experience and can apply it with guidance. Level 2: good level of understanding/experience and can apply it with little or no guidance. Level 3: expert level of understanding/experience and can apply, develop it and guide others.	**Essential/ Desirable**	**Level 1-3**
Proven experience in managing scientific facilities, R&D labs, and Business development	E	3
Ability to liaise effectively with academic researchers and industrial stakeholders to develop new business opportunities	E	3
Skills in managing complex equipment upgrades and coordinating with vendors	E	2
Project management	E	2

Special Requirements This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.	**Essential/ Desirable**
N/A	N/A

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	**Level 1-3**
Communication	3
Adaptability and Flexibility	3
Customer, Client service and support	3
Planning and Organising	3
Continuous Improvement	2
Problem Solving and Decision Making Skills	2
Managing and Developing Performance	2
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	2
Strategic Thinking and Leadership	2

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training

when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information

The Ion Beam Centre (IBC) at the University of Surrey is a national facility supported by the Engineering and Physical Sciences Research Council (EPSRC). We have an international reputation in the fields of ion beam applications for materials modification and analysis and house three accelerators for ion beam analysis, ion implantation and ion irradiation purposes

Department Structure Chart