



Applicant Recruitment Pack

Operations Manager | 3M Buckley Innovation
Centre (3M BIC) & Health Business Innovation Centre (HBIC)

The Role

The Operations Manager is a key leadership role within the 3M Business Innovation Centre (3M BIC), with responsibility for the effective management of the 3M BIC, its sister site the Health Business Innovation Centre (HBIC) and the Huddersfield Health Innovation Incubator. Reporting to the CEO, the role will ensure these centres operate as high-quality, compliant, customer-focused and commercially successful environments that support enterprise, innovation and collaboration.

Located at the University of Huddersfield, 3M BIC benefits from being part of a forward-looking institution with strong links to business, research and regional economic development. The centres provide a dynamic base for tenant companies, partners and innovators, helping to connect industry with academic knowledge, facilities and opportunity.

Recently opened on the University of Huddersfield's National Health Innovation Campus, the HBIC provides a dedicated hub for health, life sciences and wellbeing organisations to innovate, collaborate and grow. It offers flexible workspace, specialist facilities, a Health and Wellbeing Innovation Maker Space, and access to academic, clinical and commercial expertise to help organisations develop, test and scale new products and services that improve health outcomes.

The postholder will provide leadership across operational delivery, tenant services, facilities, events, compliance, commercial development and partnership working. The role will also be instrumental in strengthening engagement with university schools, external stakeholders and innovation partners, helping to maximise the impact of 3M BIC's and HBIC's assets, infrastructure and business support environment.

Job Description

The post reports to the CEO of 3M BIC and will:

- Undertake operational leadership of the 3M Buckley Innovation Centre (3M BIC), the Health Business Innovation Centre (HBIC) and the Huddersfield Health Innovation Incubator (HHII).
- Adopt a customer-led approach to oversee property, facilities, tenant services, technology services, marketing and events management.
- Ensure a high-quality, compliant, customer-focused and commercially effective environment that supports innovation, enterprise and collaboration.
- Provide leadership, direction and support to all 3M BIC functions and teams, ensuring the highest professional standards are observed.
- Lead the interface with university schools and academic staff to identify collaborative opportunities with industry
- Drive partnership working through 3M BIC assets and infrastructure, including opportunities to secure significant amounts of external R&D / innovation support funding.
- Lead business development activity to secure new tenants for 3M BIC and HBIC.
- Utilise commercial property expertise and experience to negotiate and deliver lease agreements with new tenants.
- Represent 3M BIC and HBIC at regional events, meetings and forums as required, including delivering high quality presentations and contributing to panel discussions.

Main Duties and Responsibilities

- 1.** To ensure leadership for operational services across both centres.
- 2.** To lead and develop operational teams and third-party providers and funders.
- 3.** In discussion with the CEO establish KPIs, monitor performance and drive continuous improvement.
- 4.** To oversee building operations, maintenance, safety and compliance.
- 5.** Ensure compliance with health, safety, fire and security regulations.
- 6.** Deliver a tenant-focused service model across both centres.
- 7.** Manage tenant onboarding.
- 8.** Implement feedback mechanisms to improve service quality.
- 9.** Lead operational delivery of events and external bookings (co-ordinating with the nominated University of Huddersfield lead).
- 10.** Support income generation and commercial activity.
- 11.** Project management of grants and contracts secured with 3M BIC as a partner
- 12.** Oversee operational budgets and resources.
- 13.** Assist the CEO to produce and then lead delivery of annual business plan, KPIs and budgets.
- 14.** Recruit, induct and develop staff.
- 15.** Manage performance, Personal Development and Performance Reviews and training.
- 16.** Ensure compliance with HR policies and employment legislation.
- 17.** Contribute to Centre-wide and University projects.
- 18.** Undertake duties commensurate with the grade of the post.

Person Specification

The successful candidate will be able to demonstrate the following attributes:

Qualifications

- Educated to degree level or equivalent educational/training/work-based experience in a relevant sector.
- Chartered Member of the Chartered Management Institute or be willing to commence this within first 12 months of employment.
- Prince 2 (or equivalent) project management qualification desirable.

Experience

- Senior operational management experience in a complex environment.
- Experience of property, facilities or multi-site operations.
- Budget and resource management experience in a leadership capacity.
- Proven people leadership and performance management experience.
- Proven track record in business development and commercial property negotiations.

Knowledge and Abilities

- Operational governance and compliance knowledge.
- Strong analytical and problem-solving skills.
- Excellent communication and stakeholder engagement skills.
- Project management expertise
- Strong knowledge of the commercial property market and of negotiating leases.

Personal Qualities

- Customer-focused and proactive approach.
- Commitment to Equality, Diversity and Inclusion.
- Strong leadership presence and continuous improvement mindset.

Please ensure you tell us how you meet all elements of our person specification and provide us with examples of this in your supporting statement on our application form.

Terms of Appointment

Salary

The salary for the Operations Manager is £46,461 - £58,766 FTE per annum, based on skills, qualifications and experience.

Location

The successful candidate will be based at the 3M Buckley Innovation Centre (3M BIC) at Firth Street on the University of Huddersfield's main campus, as well as the Health Business Innovation Centre (HBIC) based on the University of Huddersfield's National Health Innovation Campus.

Pension

The HEIC contributory pension scheme (provided by NEST), to which 3M BIC pays a monthly contribution of 3% of salary and the employee pays from 5%.

Annual Leave

25 days holiday per year, plus statutory Bank Holidays, pro rata.

The 3M BIC is actively seeking to improve the diversity of our workforce and welcomes applications from all under-represented communities and groups, and we are happy to make reasonable adjustments to accommodate the individual requirements of candidates with disabilities.

How to Apply

To apply for the role, please submit the following to **Sally Connolly** at s.connolly@hud.ac.uk with a heading of **Operations Manager**.

- Your CV
- A covering letter that responds to the Person Specification and explains your motivation for applying for this role.

If you would like an informal discussion in confidence with the current CEO **Henry Rigg** in advance of making your application, please email h.rigg@hud.ac.uk or call **07946 281459** to arrange a suitable time no later than 10th August.

Closing date | Friday 14th August

Interviews | Week commencing 7th September

Appointment

The successful candidate should be available to commence the role no later than **January 2027**.