



Operations Manager

Job Description & Advert

Position Title:	Operations Manager
Location:	1077 Budapest, Wesselényi u. 17. (W17)
Position Type:	Part-time: 30 hours per week
Reports to:	Chief Operating Officer (COO)

About Us:

Since 2010, Milestone Institute has been a leader in personalised secondary education, offering internationally recognised English-language programs that foster intellectual development and academic immersion, empowering 400 students a year to excel in their chosen academic areas and cultivating independent thinking and success. The Institute also offers consultancy services through its Solutions Lab department, with a mission to deliver groundbreaking educational concepts and internationally recognised innovative solutions. The Operations Team ensures the smooth delivery of all these activities, manages W17 facilities and events and supports the work of our 50+ core employees and 80+ faculty members.

Job Summary:

We are seeking an experienced Operations Manager to oversee the day-to-day operations of Milestone Institute. Reporting to the Chief Operating Officer, the Operations Manager will be responsible for managing operational strategies, implementing policies and procedures, and ensuring efficient organisational functioning.

Key Responsibilities:

- Lead day-to-day operations to support strategic goals, driving capital and efficiency improvements.
- Develop and implement policies and procedures in IT, compliance, capacity planning, and back-office management.
- Oversee finance and human resources administrative processes.
- Establish and maintain IT support systems, identifying and implementing improvements and liaising with external IT support as necessary.



- Monitor and review operations policies and practices to ensure efficiency and quality.
- Team Management: empower the Operations Team, providing leadership, training, and resources for successful initiatives. Conduct performance management processes for team members, setting goals and providing feedback.
- Strategic Oversight: maintain an operational framework to facilitate performance outcomes. Execute operational strategy and budget plans, ensuring quality services for the Milestone community. Manage relationships with internal and external stakeholders.
- Support Functions: assist in the development and implementation of HR policies and procedures. Collaborate with the Senior Academic Coordinator on IT systems and faculty contracts. Uphold a high standard of customer service and corporate culture.

Requirements:

- C2 level English and Hungarian proficiency.
- University degree.
- 1-2 years of project and people management experience.
- 3-5 years of experience in customer management and/or back office management.

Milestone Institute offers:

- Work equipment is provided by the organisation
- Our office is dog-friendly
- Exceptional working environment in one of the most beautiful listed buildings in downtown Budapest
- A welcoming team of highly-trained, motivated, collaborative colleagues
- Opportunities to innovate in cooperation with colleagues across all departments of the Institute
- Access to high-quality, regular professional development
- We organise a team-building evening on the last Wednesday of each month as well as an all staff getaway once a year
- A competitive salary
- Reimbursement of your MÁV/ Volán monthly pass if you are commuting to work

Application Process and Timeline:

Application is by covering letter and Curriculum Vitae via the application link. The position is open until filled. Start Date: 8 April 2024 (a later start date can be negotiated). Shortlisted and unsuccessful candidates will be notified. The selection process will involve an assessment task being set for all shortlisted candidates.



Child-Safe Recruitment:

The Institute is committed to child safe recruitment, selection, and screening practices and has a child safe recruitment policy in place. Thus, we require all applicants to undergo an extensive screening process prior to appointment and provide us with the necessary documents upon contracting (police check, reference person, written declaration). Please note, the Institute may refuse to employ, or terminate the employment of, any person who it reasonably believes may pose a risk to children. The successful applicant will be required to submit the following documents upon contracting:

- Self-declaration related to disciplinary offences relating to children;
- Local police check;
- Child Protection Training.

Diversity and Inclusion:

Milestone Institute is an equal opportunity employer, seeking to recruit and support a broadly diverse community of faculty and staff. Milestone values and celebrates diversity in all its forms and strives to foster an inclusive culture built on respect that affirms inter-group relations and builds cohesion. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, religion, colour, national origin, age, sex, sexual orientation, disability status.