



POST: MG2i Operations Manager

General overview: MCAST Gateway to Industry Ltd

Set up in 2008, MCAST Gateway to Industry Ltd. (MG2i) is the commercial arm of the Malta College of Arts, Science and Technology, with the aim of supporting, enhancing and complementing the College's operations and supporting its strategic objectives.

MG2i offers an array of MCAST part-time courses, which are popular with the general public. Courses range from hobby to specialist programmes, to technical and regulatory courses. MG2i also offers a range of customized courses to Industry. These courses, also known as Training for Industry are customized courses, which cater for individual customers' needs. MG2i is also responsible for attracting and recruiting International students who are interested in full-time or part-time studying at MCAST.

Duties and Responsibilities:

Reporting by delegation to the Director appointed by the MG2i Board of Directors. The overall responsibilities of the Operations Manager are:

Responsibilities

- Plan and lead MG2i staff in line with the overall strategic objectives and the Business Plan of MG2i as approved by the Directors.
- Maintain constant communication with the Deputy Principal Business Development and Communications, management, staff, and stakeholders to ensure proper operations of the organization.
- Coordinate, manage and monitor the workings of various departments in the organization.
- Grow the efficiency of existing MG2i processes and procedures to enhance and sustain the organization's internal capacity.
- Actively pursue strategic and operational objectives.
- Ensure operational activities remain on time and within a defined budget.
- Track staffing requirements, hiring new employees as needed.

- Review financial statements and data. Utilize financial data to improve profitability. Prepare and control operational budgets. Respond to audits as required.
- Lead, motivate, and support the MG2i team within a time-sensitive and demanding environment.
- Improve processes and policies in support of organizational goals. Formulate and implement departmental and organizational policies and procedures to maximize output. Monitor adherence to rules, regulations and procedures.
- Manage timely data collection to update operations metrics to achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent customer service.
- Partner with cross-functional support teams in improving collaboration with MCAST and other partners.
- Monitor, manage and improve the efficiency of support services such as IT, HR, Accounts and Finance. Facilitate coordination and communication between support functions.
- Work closely with legal department of MG2i to make sure activities remain compliant.
- Conduct budget reviews and report cost plans to MG2i senior management.
- Liaison with top management. Assist in the development of strategic plans for operational activity. Implement and manage operational plans within the overall MCAST Strategic Plan.
- Create brand awareness and drive revenue and engagement.
- Be expected to travel
- Overseeing daily business operations.
- Staff Training and development.
- Identify growth opportunities.

Skills and Qualifications

- A Bachelor's degree in the social **or** the applied sciences
- A Master's degree in the social sciences preferably in Business Administration or International affairs.
- Minimum eight (8) years proven experience in a business management position.
- Minimum five (5) years proven experience in international relations.
- Knowledge of financial and accounting principles and practices.
- Excellent ability to delegate responsibilities while maintaining organizational control of company sales, operations and customer service.
- Possess in-depth knowledge of the education and training market (local and International)
- Possess strong interpersonal, presentation, effective verbal and written communication and managing people skills.
- Pleasant and good personal presentation.

- Motivated team leader with a results-driven attitude.
- Knowledge of data analysis and reporting.
- Possess strong interpersonal skills
- Motivation driven by KPI's.
- Ability to manage time, multi-task and prioritize tasks effectively.
- Highly trained in conflict management and business negotiation processes.
- Proficiency in Microsoft Office (Word, Excel, Outlook, Powerpoint, Teams)