

JOB DESCRIPTION

Job title: Operations Manager

Date prepared: June 2025

Reports to: Director

Direct reports: Business Support Officer

PURPOSE

The Operations Manager is responsible for the operational functions within the office of the Scottish Biometrics Commissioner. Reporting directly to the Director, the role works closely with the rest of the team to ensure smooth business operations. The role may also require deputising for the Director on external operational matters, whilst leading on external scrutiny and compliance with the Code of Practice, and line managing the Business Support Officer.

RESPONSIBILITIES

- Working as part of a small team with cross-functional duties to deliver operational activities in support of the strategic plan developed by the Commissioner
- Liaising with Police Scotland, the Scottish Police Authority and the Police Investigations and Review Commissioner and other stakeholders and regulatory bodies on the use of biometric data for criminal justice and police purposes in Scotland
- Responsible for the conducting of independent reviews and/or audits and in the application of the law, policy, practice, and procedure in relation to the acquisition, retention, use, and destruction of biometric data in a policing and criminal justice context in Scotland, and writing evidence-based reports to a standard suitable for the Commissioner to lay in Parliament
- Maintaining and ensuring compliance with a statutory Code of Practice on the use of biometric data and an associated complaints mechanism for data subjects
- Writing evidence-based reports with high attention to detail and to a standard suitable for the Commissioner to lay in Parliament
- Supporting the work of an Advisory Group by organising the meetings, drafting the agenda and briefing the chair and meeting members
- Ensuring compliance with SBC's policies, procedures and guidelines, together with all relevant regulatory and statutory requirements
- Engaging with the organisation's appraisal process, and demonstrate commitment to the values, behaviours and your continuous personal development
- Performing other reasonable duties and/or projects as directed by your line manager

ADDITIONAL INFORMATION

Pre-employment checks - offers are subject to pre-employment checks into identity and employment history. This will include a criminal records check (Disclosure Scotland certificate) and a Non-Police Personnel Vetting (NPPV) by Police Scotland

Probation – the first four months of employment will be a probationary period, and permanent appointment will be confirmed on satisfactory completion of this probation period in relation to performance conduct and attendance

KNOWLEDGE, SKILLS, AND EXPERIENCE

	Essential	Desirable
KNOWLEDGE		
Degree or equivalent qualification or 3 years' relevant experience.	✓	
People management qualification.		✓
Project management qualification.		✓
Professional knowledge in the use of biometric or forensic data in the policing or criminal justice sector.	✓	
Good knowledge and understanding of how biometric data such as fingerprints, DNA and photographs are used in policing and criminal justice work in Scotland, including knowledge of the relevant databases.	✓	
Awareness of other UK wide policing bodies operating in Scotland with a knowledge of the criminal justice process, and knowledge of UK Biometric Databases used in the policing sector.		✓
SKILLS		
Competent IT skills (experience of emailing, word processing, statistical data, case management systems).	✓	
Strong planning and organisation skills, with the ability to prioritise work effectively, balancing short-term demands with long-term objectives.	✓	
Able to delegate effectively and provide clear directions with clear measures of success.	✓	
Able to weigh up evidence to reach supportable conclusions whilst demonstrating a clear and logical approach to analysing problems.	✓	
Effectively balances competing priorities, plans ahead, setting relevant, realistic goals, anticipating and flagging problems early on.	✓	
Skilled in tailoring communication methods and style to suit the audience, using plain language with respect for other viewpoints.	✓	
Able to share knowledge, information and ideas openly whilst supporting and co-operating with others.	✓	
EXPERIENCE		
Experience in a supervisory or management position.	✓	
Experience of having successfully operated at a supervisory or managerial level in a policing, human rights, criminology, or criminal justice environment.		✓
Experience of managing risk and exercising sound judgment when balancing complex information and competing interests, which can be open to scrutiny and challenge.	✓	
Evidence of strong report writing skills and abilities, including preparing evidence-based reports that have been open to independent scrutiny and challenge.	✓	
Experience of building productive working relationships with diverse and challenging stakeholders.	✓	
Experience of policy development and applying policy and standards. A proven track record in managing risk, resolution management, and identifying areas for improvement in service delivery and improving performance.	✓	
Experience and a clear understanding of the promotion of diversity, equality, inclusion and human rights.	✓	
Experience in the use of biometric or forensic data in the policing or criminal justice sector.		✓

COMPETENCE	DESCRIPTION
Managing change	▪ Tries hard to gather information to have an overview ▪ Spots opportunities for continuous improvement in line with strategy ▪ Is adaptable and willing to try new ways of working in response to changing needs ▪ Communicates reasons for change and describes what it will look like ▪ Oversees change, anticipating problems, securing ownership and commitment ▪ Supports and drives implementation, project managing & sustaining momentum ▪ Ensures changes are stabilized, integrated & evaluated to achieve success ▪ Manages the complexity of change, and is comfortable working with ambiguity ▪ Recognises, understands and manages change resistance
Managing people	▪ Creates and communicates links between strategy and individual/team goals ▪ Gives clear directions with clear measures of performance ▪ Addresses individual development needs appropriately ▪ Sets relevant timely objectives for all ▪ Delegates appropriately ▪ Tailors approach to match individual and task ▪ Works hard to remove blocks to effective working for others ▪ Encourages ownership of tasks and values different contributions ▪ Communicates on a timely basis to share information and to listen to ideas ▪ Personally responsible for building up own experience & filling knowledge gaps ▪ Shows determination to develop self by seeking new challenges/stretching goals ▪ Embraces constructive feedback and challenges others thinking
Driving performance standards	▪ Understands KPIs for area, and uses them to measure performance ▪ Regularly reviews structures, processes & resources issues that impact on KPIs ▪ Implements improvement initiatives ▪ Continually reviews & develops quality assurance procedures & service standards ▪ Promotes a positive image of SBCs work, meeting standards & commitments ▪ Works hard to understand/empathize with stakeholders & communicate our goals ▪ Gives service delivery priority when making decisions and improvements
Effective communication and managing relationships	▪ Tailors communication method and style to suit audience ▪ Uses plain language ▪ Listens actively and checks for clarification and understanding ▪ Shows respect & empathy for others viewpoint ▪ Expresses views calmly & constructively ▪ Works hard to build & maintain networks that provide mutual benefit and support ▪ Has maximum impact by considering audience agenda & presenting key points ▪ Responds supports and co-operates with others ▪ Shares knowledge, information and ideas openly ▪ Shares responsibility for achieving team goals & works flexibly to achieve them
Analysing and judging	▪ Weighs up evidence to reach supportable conclusions ▪ Demonstrates a clear and logical approach to analysing problems ▪ Doesn't take things at face value and challenges assumptions as appropriate ▪ Shows the ability to understand and interpret complex data ▪ Recognises underlying issues in complex or unusual situations ▪ Makes decisions using robust or justifiable methodologies

Planning and organising	▪ Uses experience to weigh up options rather than methodically following instructions ▪ Uses resources (including IT) to improve efficiency ▪ Effectively balances competing priorities ▪ Adopts a balanced approach to problem solving, not over-analysing information ▪ Plans ahead, setting relevant, realistic goals ▪ Anticipates and flags up problems early on
Applying professional knowledge	▪ Has a full working knowledge of relevant standards, guidance and processes ▪ Shows innovation in exploring the way we do things and looking at alternatives ▪ Recognises when to research technical points and when to seek advice ▪ Recognises impact of decisions and plans for consequences, identifies, notifies and manages risk in accordance with the relevant policies and procedures ▪ Strives to uphold professional standards and set example to others