



# ING Job Description

**Grade G**

**Head of Operations**

Post reference: L001 Last revision: 2024-01-20 Version N° 2.1

## Department / Group

Operations

### Hierarchical Dependency

Director

### Functional Dependency

Head of Engineering

## PURPOSE

### Main purpose for the post

- To provide leadership of the Operations Team in ensuring that observers are provided with working telescopes, instruments and systems for the night observing schedule.
- To ensure that ING equipment and infrastructure are properly maintained.
- As a member of the ING's management team, to contribute to the overall management, development and general direction of the observatory.

### Associated duties and responsibilities

- Assuming prime responsibility for handing over working telescopes every day to observers and ensuring they remain working satisfactorily throughout the night.
- Taking primary responsibility for ING's maintenance programme, leading maintenance planning in coordination with other engineering groups.
- Leading the Operations group, providing line management supervision of group members: agreeing yearly work plans, monitoring them during the year; ensuring that members of the Operations group have the skills, knowledge and resources required to carry out their tasks in a safe and efficient manner, and establishing and documenting a training programme for their personal development.
- Leading daily mountain observatory operations, chairing daily meetings and delegating routine and repair work.
- Chairing regular Operations meetings with telescope managers and representatives from engineering and astronomy groups to discuss previous faults, their status and remedies, together with future operational requirements.
- Taking responsibility for the management of budgets for operational infrastructure, development, transport and safety. Preparing budgets and balancing spend to allocation over the financial year.
- Taking responsibility for ensuring that operational documentation is accurately produced, is used and updated, including daily check lists, instrument changes, manuals and operation procedures.
- Keeping up to date with developments in relevant health and safety regulations and directives; assessing relevance and priority; and ensuring they are implemented or updated if applicable to ING's operational activities.

- Taking a pro-active approach to addressing operation and maintenance issues, instigating and proposing improvements to ING procedures and strategic plans regarding operation and maintenance.
- Interacting with the Heads of all other ING Departments to contribute to the strategic direction of the Observatory, taking an active role in addressing issues – either technical, managerial, financial, SHE or HR, when they appear.

#### Appointment

Full time

#### Mobility

Occasional travel to visit suppliers, to project meetings and project reviews.

#### Remarks

The post holder is expected and encouraged to make use of his/her engineering expertise for the benefit of ING engineering activities, either maintenance, fault-solving, or development.

### RESPONSIBILITIES

#### People management

Operations Group (~10-15 pax)

#### Annual budget management

~€300k

#### Results / Other

### REQUIREMENTS

#### Education

##### Minimum

Degree in mechanical, electronics, telecommunications engineering, physics, or equivalent discipline.

##### Preferred

Master's degree in same disciplines.

#### Experience

##### Minimum

Five years in an engineering post in an operational environment.

##### Preferred

Five years in an astronomical observatory. Managerial experience in an operational environment.

#### Specialist competencies

From ING's Competencies Dictionary at <https://titania.ing.iac.es:8444/display/ING/Description+of+ING+Competencies>

##### Technical disciplines

Mechanical engineering; electronics; control & automatics; optics

##### Level

Advanced in at least one of the disciplines

Project management

Advanced

#### Transversal competencies

##### Personal Competencies

##### Basic

##### Intermediate

##### Advanced

##### Expert

Analytical

X

Decision making

X

Initiative, proactivity				X
Flexibility, adaptability			X	
Personal management			X	
<b>Relational Competencies</b>				
Effective leadership				X
Team work			X	
Effective communication			X	
<b>Functional Competencies</b>				
Strategic thinking				X
Planning, organisation				X
Resource optimisation				X
<b>Technical Competencies</b>				
Written communication			X	
Information technology			X	
Foreign languages		X		
Health and safety			X	
Multidisciplinary				X