

Job Description

Prifysgol Wreccsam
Wrexham University

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Faculty/Department	Faculty Office
Section	Faculty Business Management
Job Title	Simulation Operations Manager
Reports to	Acting Head of Faculty Business Management
Responsible for	Simulation Technicians
Grade	S&AP1

Principal Accountabilities

Responsible for the leadership, day to day management and coordination of the University's simulated learning environments. Leading on the implementation, development and ongoing management of operational systems and processes ensuring the effective functionality of specialist environments which underpin student simulated learning experiences and education.

Key Tasks

Line manage a team of simulation technicians, with responsibility for activities including (but not limited to);

- Oversight of appropriate workload distribution, management and prioritisation
- Recruitment, induction and oversight of probationary period for any new staff
- Ongoing staff development and performance management reviews

Lead all operational activities required for the effective delivery of simulation-based activities within the University's simulated learning environments.

Lead the development, implementation and ongoing management of a scheduling and booking system for the University's simulation spaces and resources for bookings by both internal and external users. Ensuring equipment availability, managing scheduling conflicts and ensuring users comply to operating guidelines.

Lead on simulation space and resource utilisation and scheduling by maintaining accurate records, generating utilisation reports, and collaborating with academic teams to ensure efficient use of resources.

Working with the University's professional service departments as relevant on the development and delivery of a commercialisation plan for the simulation spaces as and where appropriate, which ensures the continued prioritisation of student learning opportunities throughout.

Ensure all University simulation spaces are safe, clean, and well-organised, supporting a professional learning environment in alignment with organisational standards, and health and safety requirements.

Support Faculty Leadership Teams in the monitoring and evaluation of future simulation service, resource, and equipment needs to inform the development and monitoring of the annual operating budget requirements.

Manage and maintain supplier relationships and compliance with contractual and servicing requirements for all simulation equipment, ensuring timely support and adherence to service agreements.

Oversee maintenance, troubleshooting, and repair of simulation equipment, to maintain safety, functionality, and readiness.

In liaison with the Faculty Administration team, oversee all equipment ordering, training, and record keeping supporting operational readiness.

Lead on the development and maintenance of comprehensive simulation inventory and asset management records, including tracking and reporting of equipment orders, replacements, and acquisitions.

Collaborate with the University IS department to ensure ongoing reliable integration of simulation technologies and systems as required and the ongoing maintenance of hardware and software requirements.

Ensure the provision of technical support to all users (staff, students and external parties) to ensure safe, efficient, and effective use of simulation resources.

Develop, update and enforce relevant policies, procedures, and protocols in alignment with best practices and accreditation standards for Faculty simulation spaces.

Work in conjunction with academic departments in the strategic planning for simulation activities and events, and the development of required simulation materials.

Act as the key contact point for any enquiries in relation to the simulation spaces received both internally and externally to the University.

Represent the University and deputise for the Acting Head of Faculty Business Management as appropriate at relevant external stakeholder groups and committees in relation operational management and administration for the Faculty's simulation environments and activities.

Represent the Faculties at a University level on relevant committees and working groups as required and deputise for the Acting Head of Faculty Business Management as appropriate

Keep the Acting Head of Faculty Business Management and Deans aware of relevant business, ensuring that all matters are dealt with in a professional and confidential manner and that good communication links are in place, both internally and externally at all times.

Special Features

N/A

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Prifysgol Wreccsam Wrexham University

Job Title: **Simulation Operations Manager**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Excellent communication skills (written and verbal) with the ability to communicate information to others which may need careful explanation or interpretation	A,I	E
		1.2	Very well organised with ability to work accurately to tight deadlines, and manage, and prioritise effectively own work and team's	A,I	E
		1.3	Confident in participating in networking and developing and managing key relationships both within the organisation and externally	A,I	E
		1.4	Ability to effectively lead and line manage a team	A,I	E
		1.5	Confident in the operational management of facilities, ensuring health and safety compliance, and ongoing readiness for utilisation	A,I	E
		1.6	Confident in inventory and asset management, and oversight the for the maintenance of equipment and resource procurement	A,I	E
		1.7	Confident in leading project implementation and ongoing management and review	A,I	E
		1.8	Confident in the management of systems and procesess with a key focus on continuous improvement	A,I	E
		1.9	Excellent attention to detail and the ability to oversee and provide accurate data reporting	A,I	E
		1.10	An ability to contribute and deliver as part of a team and to contribute to common goals	A,I	E

		1.11	IT competent and proficient in the use of IT systems and Microsoft packages	A,I	E
2	General & Specialist Knowledge	2.1	Knowledge of simulated education and learning experiences and operational activity required to support this	A,I	D
3	Education & Training	3.1	Educated to degree level or with demonstrable work experience in a relevant role	A,I	E
4	Relevant Experience	4.1	Experience of overseeing business critical operational activities for specialist educational facilities and environments	A,I	D
		4.2	Relevant experience of overseeing operational and technical work at a senior level	A,I	E
		4.3	Experience of working in further or higher education in relation to simulated learning	A,I	D
		4.4	Experience of ensuring compliance with health and safety requirements	A,I	E
		4.5	Relevant experience in leading others	A,I	E
		4.6	Experience of line management	A,I	E
5	Special Requirements	5.1	The ability to communicate in Welsh is desirable, but not essential. However, a sympathy with Welsh cultural heritage and an understanding of current developments in Wales is essential.	A,I	D
Date of Revision			April 2026		

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable

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