

**Role summary**

The BIM & Design Systems (BDS) Operations Manager provides leadership and operational oversight for the BDS team across studios, regional offices and specialist groups. The role ensures efficient resourcing, smooth day-to-day operations, consistent adoption of standards, and high-quality delivery across all projects. Working in close partnership with the Central BDS management team to ensure studios/groups are supported, resourced and equipped to deliver efficiently and consistently.

**Role Definition**

**Job title:** BIM & Design Systems Operations Manager  
**Reporting to:** Reporting to the Head of BIM & Design Systems and ultimately to the Head of Technology

**Responsibilities**

- Provide oversight of dispersed BDS teams across studios, regional offices and specialist groups.
- Line-manage BIM & Design Systems Leads, supporting their development, performance and leadership responsibilities.
- Primary escalation point for operational challenges across the BDS studio/group teams.
- Promote strong team culture, collaboration and retention through clear support, communication and pastoral leadership.
- Own resource allocation, utilisation and project staffing across BDS studio/group teams, ensuring balanced workloads and priority alignment.
- Work with BDS Leads and studio/group leadership to forecast workload, identify capacity gaps and adjust allocations.
- Maintain accurate, up-to-date dashboards for allocations, utilisation and pipeline planning.
- Coordinate deployment of specialist staff with the Central BDS team for complex or high-risk projects.
- Build effective relationships with studio leadership, project leadership and cross-disciplinary teams.
- Facilitate clear, consistent communication between studios, BDS Leads and the Central BDS team.
- Support engagement with client/consultant BIM representatives where escalated or complex issues arise.
- Ensure teams understand and adopt Foster + Partners standards, methods and procedures.
- Support BDS Leads in monitoring BIM delivery quality and compliance with project and contractual requirements.
- Capture operational risks, issues and improvements; ensure they are escalated and communicated to the Central BDS team and Head of BIM & Design Systems.
- Support rollout and adoption of updated standards, workflows and tools.
- Identify recurring issues and bottlenecks across teams, facilitate corrective actions and track outcomes.
- Facilitate feedback loops between project teams, BDS Leads and the Central BDS team.
- Promote consistency, alignment and efficiency across the BDS operations function.
- Oversee staffing needs, participate in interviews, support selection and onboarding, and contribute to succession planning.
- Manage and provide operational input into RFPs, bids and project mobilization where required.
- Contribute insights for workforce planning, staff development strategies and performance improvements.
- Thorough knowledge of and compliance with Foster + Partners procedures and standards.

- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with Foster + Partners procedures and standards.

### **Qualities and Skills required**

- Legally able to work in the country in which the position is based.
- Able to demonstrate ability to undertake the above responsibilities.
- Able to manage sensitive and sometimes confidential information.
- Contribute, or otherwise assist, as required.
- Qualified Architect, Architectural Technologist or equivalent.
- Minimum 10 year's BIM experience in the AEC industry.
- Experience using Revit, ACC and associated technologies.
- Strong understanding of BIM delivery workflows, digital design processes and multi-disciplinary coordination.
- Proven experience managing teams or digital coordination on complex medium/large-scale projects.
- Excellent organizational skills, able to manage multiple priorities, deadlines and stakeholder needs.
- Strong interpersonal and relationship-building skills at all levels, internally and externally.
- Experience handling sensitive and confidential information with discretion.
- Experience participating in recruitment (interviewing, candidate assessment) and supporting onboarding.
- Self-motivated, proactive and demonstrates strong initiative.
- Flexible, open to new ways of working and committed to lifelong learning.
- Clear, confident communicator with excellent written and verbal skills.
- Resilient, adaptable and effective under pressure.

### **Desirable**

Experience as a BIM Lead, Digital Delivery Lead or similar senior BIM role.

Familiarity with Dynamo, Rhino, Grasshopper, Enscape, V-Ray, Bluebeam, BIM Track, Revizto.

Experience with BIM delivery on site and digital field workflows.

BIM/Information Management qualifications – ISO 19650 (BRE, BSI, RICS or similar).

Experience with Adobe Creative Suite and Microsoft 365.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.