

Job Details

Position:	Director of Operations
School/Department:	Faculty of Engineering and Physical Sciences
Reference:	21/109284
Closing Date:	Monday 25 October 2021
Salary:	An attractive remuneration package, commensurate with the seniority and responsibilities of the role, will be provided. The candidate will also be eligible to join the Universities Superannuation Scheme (USS).
Anticipated Interview Date:	Wednesday 3 November 2021

Role Overview:

The Director of Operations provides the leadership and vision to support internationally leading research coupled with outstanding teaching and learning, focused on the needs of our society, locally and globally. Reporting to the Registrar and Chief Operating Officer and working in partnership with the Faculty Pro Vice Chancellor, the Director of Operations takes overall responsibility for delivery of effective professional services and technical support in the Faculty, whilst providing all business advice on key strategic decisions.

The Director of Operations works in partnership with the Faculty Pro-Vice-Chancellor, leading at a strategic level through effective development and management of professional service functions. The Director of Operations has direct responsibility for a £44m budget and circa 300 members of professional services staff.

The Director of Operations is a senior member of Professional Services staff and supports the delivery of their Faculty's strategic plan. With an important role to play as a senior manager in the University, the Director of Operations will represent the Professional Services and/or their Faculty on key institutional groups/committees. The Director of Operations is a member of both the University Operating Board and the Faculty Executive Board, where they have shared responsibility for developing and delivering the strategic objectives of the University and the Faculty. In addition, the role Chairs the Faculty Operations Board and leads on planning, resourcing and budget and risk management for the Faculty.

The Director of Operations acts as a key relationship manager across the Professional Services and the academic leadership within the Faculty to ensure a focus on service delivery to key stakeholders. In particular, they play a significant role in bringing an academic perspective to inform decision making. The Director of Operations will ensure that effective feedback from students, staff and external stakeholders is captured and addressed so that the quality of service delivery is exemplary.

The Director of Operations plays a pivotal role alongside the Faculty PVC, Deans, Heads of School and School/Institute Managers, to ensure that the ambitions outlined in the University Strategy are delivered through effective faculty planning and prioritisation and mobilisation of relevant resources.

Role Purpose:

To promote and advance the vision of the University to provide internationally leading research coupled with outstanding teaching and learning, focused on the needs of our society, locally and globally by leading, managing and directing all professional services and technical support within the Faculty.

To deliver the strategic requirements of the Faculty in partnership with the Faculty Pro Vice Chancellor and the Faculty Executive Board.

As a member of the University Operating Board, to work collaboratively with other professional services colleagues at all levels to drive strategic objectives, and manage and deliver quality services for students, staff and external stakeholders.

Principal Accountabilities:

1. To lead a multi-disciplinary team across six Schools and the Faculty Office of circa 300 staff via 11 direct reports across a full range of professional services and technical support.
2. To promote a culture of inclusiveness, diversity and excellence, acting as a senior role model of our core institutional values in action and challenging the behaviours of others where cultural change is required.
3. To demonstrate full commitment to the realisation of the vision and goals of the University and Faculty, providing strategic and operational direction to balance the respective requirements.
4. To work collaboratively with the University Executive Board and the University Operating Board to deliver a “one University” approach.
5. To provide strategic and operational advice to the Faculty Pro Vice Chancellor within a complex, changing environment, to ensure the Faculty operates smoothly and meets its strategic objectives.
6. To lead, plan, develop and manage appropriate resources, processes and services to meet the needs of students and staff across the Faculty, through effective and efficient delivery.
7. To promote sound and transparent financial management and governance in pursuit of operational effectiveness and efficiency; managing the Faculty budget to enable both the Faculty and the University to achieve the financial sustainability aims.
8. To define performance standards and measures, in response to the strategic priorities of the Faculty Executive Board, and manage people, processes, and organisational change to support their achievement, including in a broader university context.
9. Responsibility for operational risk management at a faculty level including leading on the review of the faculty risk register and the design of mitigating risk management strategies.
10. To lead the Faculty Operating Board, working closely with School Managers and Faculty Business Partners, to ensure the provision of an integrated, effective and professional academic support service.
11. To drive collegiate partnership working between all staff groups to ensure that the Faculty meets its academic objectives, and to provide the environment to support an excellent staff and student experience.
12. To provide leadership and support for specific Faculty/University initiatives, including contributing to the development of University strategy/policy and actively promoting cross-institutional strategies and activities, where appropriate.
13. To promote robust mechanisms for communication in the Faculty, including the effective dissemination of the appropriate strategies, plans and priorities.
14. To act as a senior representative of the University, promoting a culture of partnership and collaboration both internally and externally to drive the achievement of the University’s vision and to enhance the reputation of the University.
15. To build and maintain productive relationships with external bodies relevant to the Faculty (e.g. professional networks, professional bodies, partners, funding bodies, statutory organisations, other institutions, commercial partners, etc.)

Faculty specific responsibilities to be agreed between the Director of Operations and the Faculty Pro Vice Chancellor.**ESSENTIAL CRITERIA:**

1. Educated to degree standard or equivalent or extensive relevant experience of operational leadership at a senior level in a complex organisation with a proven involvement in influencing strategy and processes.
2. Relevant experience of operational leadership at a senior level in a complex organisation, with a proven involvement in influencing strategy and processes.
3. A proven track record of successfully delivering strategic outcomes with agility, flexibility and creativity.
4. Excellent analytical skills with experience of creating new policies and procedures and setting up new systems to support operational efficiency.

5. Relevant experience of financial management and governance, including managing substantial budgets to deliver cost effective, value adding services.
6. Relevant experience of leading high performing teams; developing team members through motivation and delegation.
7. Proven track record of leading large scale change initiatives, including the ability to see the bigger picture without losing sight of the detail.
8. Significant project management experience with evidence of effective resource planning and risk management.
9. Demonstrable awareness of Higher Education context and challenges.
10. Strong oral and written communication skills, with a confident and engaging leadership style.
11. Evidence of working in a matrix environment with the ability to build and sustain productive relationships and to negotiate with, influence and motivate senior leaders.
12. Demonstrable determination and personal resilience.
13. The ability to be decisive and accountable while operating in a changing environment.

DESIRABLE CRITERIA:

1. A relevant higher degree or professional qualification.
2. Demonstrable knowledge and understanding of the University and its local, national and international position.