

Candidate Information

Position: Operations Manager
School/Department: Queen's Management School
Reference: 23/111092
Closing Date: Monday 11 September 2023
Salary: £45,585 - £56,021 per annum.
Anticipated Interview Date: Tuesday 17 October 2023

JOB PURPOSE:

Reporting to the School Manager the role has day to day managerial responsibility for the delivery of administration and IT services in support of core Teaching and Research Activities. The role holder will contribute to the development and delivery of initiatives arising from strategic planning and will work closely with the School Leadership team to develop and enhance the professional services support as the school evolves. This will include delegated project management responsibility for cross school initiatives, and representing the SM on both internal school and external forums. The post holder is a member of the School's Senior Professional Services Team.

MAJOR DUTIES:

1. Managerial responsibility for the Education, Research, Operations, Executive Education and Accreditation Professional Services Teams. In conjunction with a number of the School's Professional Services Team Leads manage the School's Professional Services Support, including: recruitment; allocation of duties; maintenance of professional standards; Personal Development Review (PDR); staff training and development; progression; reward and recognition; discipline/conduct; absence monitoring etc. in line with University procedures.
2. Deputise for the School Manager at senior level School and institutional meetings with delegated responsibility to represent the School's position, and proactively contributing to strategic planning and delivery.
3. Contribute to the School academic and business planning processes with delegated responsibility for special projects or initiatives arising from the School's academic/strategic plan.
4. Support the School Manager in the development of short, medium, and long-term financial plans and the allocation, management and profiling of School budgets. Be responsible for the monitoring and control of devolved financial resources including endowments, sponsorship, start-up packages, adjunct faculty budget etc. in line with the School and University financial procedures and in consultation with the School Manager as appropriate.
5. Manage the provision of a professional and comprehensive secretariat service for the School's committees and working groups and assist the School Manager in the establishment of an appropriate committee and reporting structure to meet School, Faculty and University objectives.
6. Support the School Manager regarding all aspects of operational excellence including business continuity and emergency planning and risk management.
7. Take the lead on health and safety management, Freedom of Information requests as well as leading on Data Protection/Security and Records Management across the School's activities.
8. Responsible for the efficient utilisation of School facilities in support of multiple and often conflicting teaching and learning activities e.g. timetabling, room bookings and associated IT/AV infrastructure needs.
9. The duties of the post outlined above are not exhaustive and the post holder is expected to be co-operative and flexible, undertaking such other duties as may from time to time be reasonably expected of a member of managerial staff in the University. These duties are subject to review in line with the changing requirements of the School and Faculty and with the development needs of the post holder as identified through regular PDR.

ESSENTIAL CRITERIA:

1. A relevant degree or substantial relevant experience in a similar role.

2. Substantial relevant experience to include:
 - Managing and leading a diverse team to ensure creative problem-solving and delivery of objectives and targets.
 - Experience in a HE environment.
 - Planning and leading delivery against a range of priorities and targets.
 - Management of budgets and resources (human, physical and financial) and demonstrable understanding of financial management procedures.
 - Analysing complex information and contributing towards decision making.
3. Relevant operational management experience, e.g. experience of developing systems and processes in support of service delivery.
4. Well-developed communication and interpersonal skills to establish effective working relationships with internal and external stakeholders.
5. Strong negotiation skills with the ability to work with and influence senior management.
6. Ability to think strategically as well as focus on operational details.
7. Ability to deliver results against tight deadlines.
8. Willingness to travel (including internationally) and to work irregular hours on occasion if required.

DESIRABLE CRITERIA:

1. Experience of workforce planning.
2. Awareness of the complexities of Accreditation in Business Schools.
3. Relevant postgraduate or professional qualification.
4. Understanding of University procedures and regulations within HE.