

Candidate Information

Position: Operations and Compliance Manager
School/Department: Student and Campus Life
Reference: 24/111679
Closing Date: Monday 11 March 2024
Salary: £46,497 - £57,141 per annum
Anticipated Interview Date: Thursday 21 March 2024

JOB PURPOSE:

Reporting to the Head of Sport and Physical Wellbeing, the post holder is responsible for managing a large multi-disciplinary team and delivering outstanding quality standards and operational service across Sport that will enhance the student/customer experience. To be fully responsible for developing and overseeing operational procedures, sustainability, quality assurance policies and processes, health & safety and related legislative compliance, maintenance and oversee student experience and support; ensuring business continuity through the strategic development and effective management of Queen's Sport.

MAJOR DUTIES:

1. Lead on ensuring all Queen's Sport services and facilities are of outstanding quality that enhance the user experience and assist in maximising the use of and associated commercial potential of all sporting facilities across the five sites.
2. Lead and manage a large multi-disciplinary team (circa 45 staff) in the provision and delivery of Sport operations, maintenance, health and safety, facilities, reception, student experience and Sustainability across Queen's Sport.
3. Take lead responsibility for all Health and Safety and related legislative compliance matters, confirming statutory compliance in line with university policies and procedures particularly in relation to leisure, fitness and Club Sport. Ensure a safe working environment and safe systems of work are followed.
4. Take a lead role with ensuring Queen's Sport are compliant with Safeguarding principles and operating procedures aligned to the university.
5. Develop and measure performance in line with agreed KPIs for operational areas. Ensure line managers are fully competent and knowledgeable in managing performance within their teams.
6. To keep updated with current legislation regarding Sport and Leisure, Health and Safety and relevant building matters. Analyse, assess and provide solutions/recommendations for Queen's Sport to ensure that the operational and overall process runs smoothly and efficiently.
7. Assist the Head of Sport and Physical Wellbeing in driving forward the Queen's Sport Plan to drive participation, performance, and wellbeing in line with Strategy 2030.
8. Oversee and guide, line managers in the development of projects and initiatives that support the Queen's sustainability plan and engages the student body and wider community.
9. Responsible for achieving financial targets in Queen's Sport by providing line managers with appropriate and informed direction and guidance to improve business continuity and reduce financial risk.
10. Responsible for providing direction and guidance that will ensure the management of statutory planned and reactive maintenance and equipment replacement. Responsible to manage critical and serious accidents/incidents in line with Queen's policies and relevant Health and Safety regulations.
11. Management and delivery of reactive, planned and statutory maintenance (circa 400k) per annum in partnership with colleagues in Estates Management. Coordination of lifecycle planning and equipment investment for all Sports facilities (circa 600k) per annum ensuring maximum value is obtained. Responsible for the reporting and recording of all maintenance issues across Queen's Sport portfolio.
12. Responsible to oversee the management of the Estates maintenance provision in line with the agreed SLA for indoor and outdoor sport. To ensure and maintain effective liaison and collaboration with contractors as appropriate.

13. Produce detailed financial and analytical reports and assist the Head of Sport and Physical Wellbeing in forecasting and reviewing the ongoing business operations across Sport.
14. Manage relevant contracts in relation to operations and compliance. Contract management of third parties operators including the setting, reviewing, and monitoring Key Performance Indicators e.g. Technogym.
15. Chair the Queen's Sport Health and Safety Committee and lead on all Health & Safety matters, confirming compliance with University Policies and Procedures, preparation and review of all operating/emergency procedures when applicable.
16. Assist with the implementation of major capital investment projects and development of new facilities aligned to Queen's Sport strategic objectives.
17. Proactively participate in University wide groups i.e. Student & Campus Life, Health and Safety Assurance/QUB Staff Forum/ QUB Health and Safety Coordinators on behalf of the Directorate and other relevant groups which contributes to the overall effective management of staff and facilities.
18. Deputise for the Head of Sport and Physical Wellbeing and carry out any other duties appropriate to the post as may be reasonably required.

ESSENTIAL CRITERIA:

1. *A degree (or equivalent) plus experience mentioned below.
2. *Significant relevant senior operational management experience that will demonstrate:-
 - A track record of delivering successful operational management in a customer-facing role
 - Managing a large staff of multi-disciplinary teams
 - Excellent contract management experience
 - Project management experience
 - Understanding of legislative health and safety regulations and the implications of non-compliance.
 - Evidence of managing, forecasting, and controlling budgets and resources and an understanding of financial management procedures.
3. In the event that you do not meet this criteria, the University will also accept the following which has been deemed equivalent:
 - Substantial relevant senior operational management experience as outlined above will also be considered.
4. *Experience of working and influencing at senior management level.
5. *Experience of developing innovative solutions and contributing to strategic planning.
6. Understanding of University and Club Sport.
7. Excellent IT skills, including confident and proficient use of the Microsoft Office suite.
8. Authoritative knowledge of the work practices relevant to the hospitality and accommodation industry including a broader commercial awareness.
9. Excellent communication and interpersonal skills with the ability to communicate goals and produce high-quality reports and documentation for senior management and stakeholders.
10. Ability to plan and schedule workloads and to respond to changing pressures or requirements.
11. Ability to lead, develop, mentor, train and supervise others.
12. Well-developed analytical and problem solving capability.
13. Must show initiative, drive and be highly motivated.
14. Ability to persuade, motivate and organise others.
15. Ability to act as a role model and lead by example in accordance with the Core values of the University – Integrity, Connected, Ambition, Respect, Excellence.
16. Commitment to high standard of customer care.
17. Must have flexible working attitude to meet the needs of managing the service (evenings, weekends or public holidays as required).
18. The role is customer facing therefore it is based on campus.

DESIRABLE CRITERIA:

1. A relevant postgraduate professional qualification (or equivalent).
2. Health & Safety Qualification.
3. Operational management experience in a higher education environment.
4. Experience of multi-site customer service organisations involving leadership of a large workforce of 40+.
5. Experience of successfully managing third party contracts and relationships.