

Operations Manager

Job Ref: REQ17820

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

About Student Services

Student Services encompasses a wide range of the support and skills development opportunities available for students at Loughborough. This includes Careers Network, Counselling, Mental Health and Disability Support, Student Advice and Guidance, Academic Language Support, Chaplaincy, Wardens Service, Security and the Community Warden Team. In total the department employs around 180 staff. Student Services is at the heart of enabling the University's strategic ambition to provide all students with a life-shaping student experience and is engaged with almost all areas of academic and campus activity in support of this goal.

Job Description

Job Grade:

Management and Specialist Grade 8

Job Purpose

To work closely with the Director of Student Services and the Heads of Section within the department, ensuring integration of strategy and operations and providing leadership to the administrative, governance and financial business support functions.

Job Duties

1. To be an integral part of the Student Services Senior Management Team (SMT) supporting them in the delivery of a shared vision and in the development and implementation of the constituent services' key deliverables and key performance indicators in the context of the University's strategy and goals
2. To play a significant role in the long-term planning of the constituent services ensuring that these are consistent with the University's strategy, financial aspirations and with the needs of service users.
3. To work alongside senior colleagues to drive service improvements, including working strategically with the Student Services SMT and School colleagues to ensure services meet student needs.
4. To provide leadership to the Wardens Service ensuring consistency of approach, appropriate training plans for wardens and sub-wardens and the continuous improvement of the service to ensure the continuing delivery of an outstanding hall experience for students.
5. To provide leadership to the Information Team ensuring that their work and culture is aligned to the departments values and strategic aims.
6. To provide leadership to the administrative and business functions which sit across the various sections within the department, working closely with the Heads of Section.
7. To lead the development and collection of robust management information data across Student Services which can be used to analyse and improve the performance of services.
8. To develop a Student Services strategy for data management and collection which ensures compliance with the General Data Protection Regulation and advise the Director on any risks requiring further mitigation.

9. To ensure that administrative and business functions are effectively and efficiently co-ordinated across Student Services, including in areas such as staff recruitment, HR processes and Finance.
10. To co-ordinate and provide support for cross Student Services promotional and marketing aims, working closely with Heads of Section, Marketing and Advancement and Schools.
11. Working with senior colleagues in Students Services and the Finance office, to develop the annual business plan reflecting the departmental and wider University strategy.
12. To co-ordinate budgeting and financial planning across the constituent sections of Student Services.
13. To ensure that appropriate controls and measures are in place to ensure compliance with Health and Safety legislation and bring to the attention of the Director any risks requiring further mitigation.
14. To ensure that Student Services IT systems are integrated in order to meet business needs (Student Services and the broader University), intuitive for student use (where appropriate) and aligned properly to process delivery.
15. To manage the central Student Services (SG) budget code ensuring efficient and appropriate use of resources in order to achieve the department's strategic aims.
16. To engage in professional level development which is consistent with the needs and aspirations of the post-holder and the University.
17. To develop collaborative working relationships with other colleagues across the University.
18. To undertake such other duties as may be reasonably requested and that are commensurate with the nature and grade of the post.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

It may be necessary, on occasions, to work outside normal office hours including work in the evenings and at weekends.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Director of Student Services.

Responsible for:

- Wardens Service
- Information Team Co-ordinator

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Substantial line management responsibility, including experience of conducting staff appraisals and management of HR issues.	1,2,3
	Experience of operational planning and the preparation and monitoring of budgets and targets of a complex organisation.	1,2,3
	Compilation and interpretation of management information for performance monitoring.	1,2,3
	Experience of managing and mitigating health and safety risks.	1,2
	Development or enhancement of administrative systems involving other staff.	1,3
Skills and abilities	High level of interpersonal, communication, negotiating and team working skills, commensurate with working at a senior level.	1,2,3
	Ability to develop financial and business modelling skills.	1,2,3
	Work using their own initiative to prioritise work and meet deadlines.	1,3
	Possess complex high level analytical and problem-solving skills.	1,2,3
	Planning and project management skills.	1,3
	Ability to adapt to, and function effectively within, different organisational structures.	1,3
	Resilient character with strong influencing and negotiating skills at all levels.	1,3
Training	Commitment to development of self and others and a willingness to actively participate in a programme of continuing professional development.	1,3
Qualifications	Strong educational background, educated to degree level or equivalent.	1
	Professional qualification in Management or relevant field.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of general management role in a HE environment.	1
	Experience of working in a Student Services setting.	1,3
	Understanding of marketing and promotional issues in HE.	1,3
Qualifications	Postgraduate general management qualification to Diploma level.	1

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Management and Specialist Grade 8, £49,772 - £55,998 per annum, at a starting salary to be confirmed on offer of appointment. Subject to annual pay award.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Manuel Alonso, Director of Student Services by email at m.alonso@lboro.ac.uk or by telephone on (01509) 222050.

Applications

The closing date for receipt of applications is **21 September 2017**. Interviews will be held on **16 October 2017**.