

GLOBAL OPERATIONS MANAGER

REQ231477

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Management & Specialist Grade 7

Job Purpose

The Global Operations Manager will contribute to and have oversight of the Global Engagement Team annual operational delivery and will lead a high quality, strategically driven Global Engagement support team.

The post holder will also have oversight of key activities related to delivering the International Engagement & Impact core plan as part of the University strategy and will be responsible for oversight of the Global Engagement budget. This will include the coordination and mapping of interdependencies across the International Special Envoys and Regional Strategy Groups and maintaining oversight of the Vice-Chancellor's international engagement activity including overseas and inward delegations facilitated by the Global Engagement Team.

The Global Engagement team work closely with the most senior colleagues at the University; it is vital the post holder demonstrates the University values at all times in order to establish excellent relationships with senior stakeholders.

Job Duties

International Engagement Oversight:

- To scope and plan project work to enable Global Engagement to deliver its strategic aims and support the delivery of existing plans and projects.
- To coordinate and map interdependencies across International Special Envoys and Regional Strategy Groups to ensure alignment with the International Engagement & Impact core plan. To deal quickly and effectively with any issues arising from your oversight of the plan.
- To have operational oversight of the Vice-Chancellor's international engagement activity, including managing the preparation and delivery of the Vice-Chancellor's overseas delegations, and any inward overseas delegations facilitated by the Global Engagement Team.
- To fulfil the role of Secretary to International Strategy Management Group, contributing to shaping the strategic direction of the University's global ambitions through good governance practices.

Operational Delivery:

- To lead the development, implementation and monitoring of procedures and policies to ensure the effective annual operational delivery of the Global Engagement Team's responsibilities.
- To support the Director of M&A in driving good practice by reviewing, adapting and developing procedures to enhance business processes, identifying cross-departmental gaps, challenges and providing effective solutions to these.
- To manage budgets on behalf of the Director, being responsible for the efficient financial management of pay/non-pay budgets within Global Engagement, working effectively with the Senior Finance Business Partner to ensure compliance with legal requirements and University financial procedures.
- As part of the Global Engagement senior management team, contribute to and inform strategic and operational discussions affecting the general running of the service.
- Ensure that regular reporting and KPIs are developed to support the management of the Global Engagement service delivery and that the GE team use these to best effect.

Administrative Team Management:

- To be responsible for the roles and workload of the Global Engagement support team including oversight of tasks and priorities; undertaking annual Performance & Development Reviews (PDR) and ongoing performance management, reward reviews, succession planning and other relevant tasks to develop the team to achieve consistently high standards of performance and supporting them through organisational changes.
- To motivate and encourage excellent staff performance using coaching and mentoring and identifying and implementing any training needs where appropriate, in line with PDR objectives.
- To foster a working environment that will enable colleagues to maintain their wellbeing whilst promoting a culture of equity, diversity and inclusivity.
- Maintain confidentiality in relation to people matters and information management complying with GDPR

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

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 Equity & Diversity policies 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 Global Engagement

Responsible for: all staff within the Global Engagement support team (approx 10). Oversight of non-pay budget (approx £1.25 million).

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	Relevant experience of leading, coaching and managing teams, and working collaboratively in multiple cross-functional teams.	1,2,3
	Experience of process reviews and process mapping to enhance performance of services and teams	1,3
	Demonstrable experience of contributing towards strategic change and planning.	1,3
	Proven experience of successfully managing change projects and developing systems and processes that support the achievement of business goals.	1,3
	Experience of preparing and managing all elements of business budgeting and producing financial reports.	1,3
	Experience of developing effective business cases/reports/proposals for decisions at a senior level	1,3
	Experience of policy and procedure development and implementation.	1,3
	Experience of working effectively within a committee structure	1,3
Skills and abilities	A high level of Microsoft Office skills including knowledge of advanced excel skills (e.g. pivot tables and look ups).	1,2
	Exceptional organisational skills with excellent attention to detail and the ability to prioritise and delegate	1,3
	Proven ability to resolve complex and strategic problems	1,2,3
	Financial management skills and the ability to produce reports relating to all aspects of the department finances and resources.	1,3
	Excellent interpersonal and communication skills, both written and verbal	1,2,3
	The skills to manage others, prioritise workload support and coach for performance	1,3
	Sound understanding of risk management frameworks and practices	1,3
	Proven ability to work with and influence senior stakeholders across broad change agendas	1,3
	Ability to analyse data to drive effective change and improvements	1,2,3
	Ability to work under pressure, with numerous conflicting priorities, to tight deadlines and to take responsibility for meeting agreed targets.	1,3
	Ability to work with tact and diplomacy, and to maintain high levels of discretion and confidentiality.	1,3
Training	Be committed to, and actively participate in, a programme of continuing personal professional development.	1,3
Qualifications	Educated to Degree level or equivalent experience.	1

Other	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.	3
	Willingness to work flexibly and out of hours as required.	3
	Understanding of related Equity, Diversity and Inclusion challenges	1,3

Conditions of Service

The position is full time and open-ended. Salary will be on Management & Specialist Grade 7, £45,585 - £54,395 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative 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/>