

Deputy Head of Operations (Business Support Services)

Job Ref: REQ240079

Job Description

Management and Specialist Grade 7

Job Purpose

The School of Social Sciences and Humanities is broad-ranging and managed across five separate divisions, which service teaches in multiple programmes across the University. Budgeted annual income is circa. £29M and annual expenditure circa. £14M. Reporting to the Head of Operations, the postholder will lead and manage the Business Support Services within the School, ensuring that all activities comply with University policies, procedures, and legal requirements. This will require maintaining strong working relationships with key business partners from Professional Services. As the leader of the School Business Support Services, the post holder is responsible for managing and leading activities to ensure a first-class service to stakeholders, internal and external. The role also involves working closely with the Dean and Head of Operations to manage and oversee key activities supporting the School's successful strategic and operational management.

Job Duties

The post holder will be responsible for the operational running of the following professional service functions within the School:

- Human Resources
- Finance
- Research & Enterprise Support Services
- Facilities & IT Support Services

The postholder will also provide high-level management information to support strategic decision-making.

The post holder will be expected to contribute to ongoing process reviews to increase efficiency within the school.

Professional Services Leadership (Business Support Services)

- To take overall responsibility for the delivery of efficient and effective of Business Support Services in the School which are fit for purpose; to lead and manage the staff in the School, through intermediary managers as appropriate, to ensure delivery of the School's Strategy and compliance with University policies and procedures.
- Leading and motivating staff, with appropriate delegation and empowerment, through regular communications with the team, to achieve objectives and goals, manage performance, enforce quality standards, and maximise productivity.
- To ensure that all processes and procedures in the School are fit for purpose, efficient and effective and designed to benefit the end-user and to lead a culture of continuous service improvement.

Governance & Compliance

- Analyse data to provide reports on trends, anomalies, and modelling to aid decision making.
- Liaise and collaborate with other members of the School and University in establishing and maintaining efficient structures and systems to provide the School with relevant and suitable management information.
- Lead the School compliance responsibilities for data protection, privacy issues, freedom of information, legal/ethical including raising awareness, promoting good practice, and challenging poor practice within the School.
- To manage required activity within the School. This will extend to creating plans and documentation, monitoring progress and actions, and escalating concerns within the School's management or University compliance structure.

- To build up awareness and knowledge of data protection and privacy issues and resources, particularly as relating to the School.
- To take the lead on ensuring that the School complies with University Regulations, all other University policies, procedures and guidelines, and relevant legislation.

Business Administration (HR, Finance, Facilities, IT, Research & Enterprise)

- To ensure the School has the appropriate professional services staff and professional services staffing structures in place to ensure delivery of the School Strategy and operating plans, including change initiatives.
- Working closely with central University services to lead the work of the School's Business Support Services, ensuring advice and guidance, and directing resources as needed to ensure delivery of a first-class service to internal and external stakeholders. In the following key areas:
 - Human Resources
 - Finance
 - Facilities & IT
 - Research & Enterprise
- To work and support the Dean and Director of People and Culture to proactively manage academic resource development and strategies designed to ensure the delivery of the School Strategy.
- To ensure appropriate strategies and procedures are in place for School members of staff, including induction, succession planning, training and development, performance management and review and reward mechanisms, working with key stakeholders as appropriate to ensure compliance with University policies, procedures, and relevant legislation.
- To engage with Senior colleagues in the School to provide advice on processes and procedures.
- Deal with associated human resources issues such as recruitment and selection, induction, training, career progression, preparation of reward review cases and Performance and Development Reviews (PDRs) as appropriate.

Strategy and Planning

- To support the Head of Operations in developing the School's Strategy in the context of the School's and the University Strategy.
- To support the Head of Operations and Senior colleagues in putting in place and managing an annual process for reviewing the School's strategic ambitions to ensure the Strategy remains up-to-date and relevant taking into account both external factors, relevant management information and any changes in School/Sector wide and/or University strategic ambitions.
- To support the Head of Operations in ensuring that the School periodically reviews strategic and operational risk to inform the risk register – following University guidelines on risk management and reporting – and ensures that both strategic and operational planning in the School takes account of the School's risk register (create, contribute to, and maintain the School's Risk Register, ensuring a process is in place for regular monitoring and development).
- To participate in strategic planning initiatives at both the School and University levels as required by the Head of Operations.
- To challenge School administrative procedures, develop and implement improvements to enhance business processes in line with university policy and encourage the team to undertake their process reviews.
- To be an Equity, Diversity and Inclusion champion for Professional Services in the School, implementing, offering guidance, support and managing key initiatives.
- Deputise for the Head of Operations, using judgment to challenge when required.

Project/Other

- To oversee the operational management of the School's physical infrastructure to provide stakeholders with an effective, efficient, attractive, and safe environment.

- To undertake significant new project work related to School-wide initiatives as requested by the Head of Operations.
- To implement new initiatives approved in the School planning process.
- To support the Head of Operations in overseeing the collection, preparation and delivery of School-level information and documentation in response to internal and external requests.
- To develop a strong and effective working relationship with colleagues within the School and with central services, represent the School on University committees and take the lead on behalf of the School on working parties/change projects.
- The above duties are not exhaustive and may be subject to change. The post holder may be required to undertake other duties within the scope and grading 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

This role involves a significant amount of time working directly with the Dean and Director of People & Culture therefore the post holder must be comfortable working at a very senior level.

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

Responsible for:

- Business Support Services team of 5 – 9 with direct reports.

Reports to the Head of Operations. The postholder will have significant professional autonomy.

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	Extensive experience as a senior support professional within a university or business setting.	1,3
	Substantial line management responsibility, including experience of conducting staff performance development reviews and management of complex people issues.	1,3
	Experience of dealing with people at all levels of the organisation in a variety of complex situations.	1,3
	Compilation and interpretation of management information.	1,2,3
	Proven ability to rigorously apply HR and financial regulations and processes.	1,3
	Experience and knowledge of Data Protection guidance to ensure compliance.	1,3
	Demonstrable track record of managing change within a team.	1,3
Skills and abilities	Intellectual capacity to use sophisticated problem-solving skills and implement appropriate solutions.	1,2,3
	Excellent organisational and managerial skills, an ability to work with confidence under pressure, to strict deadlines and to prioritise tasks.	1,2,3
	Ability to develop systems and processes, taking into account multiple factors and analysing complex data.	1,3
	Ability to manage a variety of on-going projects, to proactively prioritise tasks and strategically plan ahead for the long term.	1,3
	The ability to work under pressure to tight deadlines and to take responsibility for meeting agreed targets without supervision.	1,3
	Excellent oral and written communication skills, with a diverse range of stakeholders including excellent presentation skills.	1,2,3
	Ability to learn independently and to master new areas of knowledge and skills rapidly.	1,3
	Ability to cope with a demanding workload, pay attention to detail and to work to a high level of accuracy.	1,2,3
	Ability to work co-operatively and flexibly as part of a team, think logically, interpret policy, show initiative and develop procedures.	1,2,3
	Ability to maintain confidentiality and deal with a wide variety of people at all levels using effective judgement, diplomacy, tact and political awareness.	1,2,3
	Commitment to providing a high level of service to staff, students and external stakeholders.	1,3
	Excellent practical IT skills (Microsoft Office) and working knowledge of databases.	1,2,3

Training	Able to demonstrate commitment to developing career through personal and professional development.	1,3
Qualifications	Educated to degree level or equivalent knowledge and experience.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Knowledge of University HR procedures.	1,3
	Knowledge of University financial and procurement procedures.	1,3
	Experience of operational planning and the preparation and monitoring of budgets and targets of a complex organisation.	1,3
Qualifications	A postgraduate qualification.	1
Skills and abilities	Competence in University IT systems e.g. Agresso, iTrent.	1,3
Other	Broad awareness of developments in Higher Education.	1,3
	Willingness to be flexible regarding hours of work when the occasion demands.	3

Conditions of Service

The position is full-time and open-ended starting as soon as possible. Salary will be on Management and Specialist Grade 7, £45,585 to £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 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/>