

Head of Operations

Job Ref: REQ240718

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Overview

The School of Design and Creative Arts is internationally leading in research and teaching, providing a high-quality educational experience and undertaking research that is tailored to social, environmental and economic needs and opportunities.

The School has an annual turnover of £23m, 2200 students, 196 staff and is currently ranked 27th in the QS World Rankings and 1st in the UK for Design & Crafts [Guardian University Guide 2022].

The Head of Operations is responsible to the Dean for the management of the professional support staff who undertake administrative, and technical duties. The professional support staff are divided into functional teams, the managers and team leaders of which report to the Head of Operations

Job Description

Job Grade: Management and Specialist Grade 8

Job Purpose

The Head of Operations has a key role as a member of the School Executive Board (SEB), with overall responsibility for the effective co-ordination and integration of administrative, technical and academic support functions for teaching and research activities.

As such, the Head of Operations will be responsible to the Dean for the development and implementation of management processes to support the delivery of the School's objectives. They will provide leadership and management to a team of professional staff, ensuring that effective systems and structures are in place to enable the delivery of the School's development plans. The University regards the Head of Operations as key to delivery of the mission and objectives of the University and as such cross-institutional activity and responsibilities in support of the University Strategic aims are an important element of the role's purpose. The Head of Operations will report to the Dean of School, with accountabilities to the University's Chief Operating Officer

The post requires a highly motivated individual, with excellent communication and leadership skills and significant experience in managing people, diverse projects assisting in the development of strategy, preparing management information, and monitoring performance against financial, business targets and key performance indicators

Job Duties

- 1) Leadership – School

- a) To be an integral part of the SLT of the School supporting the SLT and specifically the Dean with the development and implementation of the School's development plan in the context of the University's strategy and goals.
 - b) To be a proactive advocate of equity, diversity and inclusion, wellbeing, supporting the Dean in ensuring the School makes tangible progress with its objectives.
 - c) To manage the School's interests and strategic goals in major University Capital Projects and other strategic Change Initiatives and investments.
- 2) Leadership – University
- a) To represent the School on appropriate University committees, and to liaise on behalf of the School with support sections of the University at a strategic level.
 - b) To represent the School at regular meetings of all Head of Operations, chaired by the Chief Operating Officer or their deputy.
 - c) To assume when required, cross-institutional tasks and responsibilities as delegated by the Chief Operating Officer.
- 3) Staff Management
- a) To lead, direct and manage all support staff within the School and to promote a culture of equality and inclusivity and wellbeing.
 - b) To develop, implement and monitor procedures and a working environment that will secure the wellbeing and safety of all staff.
 - c) To manage, engage, and support technical staff through the [Technician Commitment](#) to deliver recruitment and career pathway development benefits to this job family.
 - d) To ensure that all professional support staff within the school have an annual Performance & Development Review (PDR) and to work with Human Resources to implement and monitor appropriate development programmes for all staff.
- 4) Resource Management
- a) To assist the Dean in ensuring that the strategic and operational planning, management and monitoring of the School's finances are sound, and that financial resources are deployed in ways that are aligned with the School's strategic aims and objectives.
 - b) To keep under review the School's organisational structures, resource allocation and deployment and to bring about changes where necessary in the pursuit of strategic aims and objectives.
 - c) Working with the SLT and the Finance Office, to develop the School's annual business plan reflecting the School and University's strategy.
 - d) To assist the Dean in managing the annual operational budget of the School.
 - e) To implement robust procedures for procurement and budgetary control.
 - f) To assist the Dean in maintaining a transparent academic staff workload model, overseeing the collection of data necessary for this.
 - g) To assist the Dean and work with the Chief Financial Officer to contribute to the continuous review of University-wide finances.
- 5) Process Management
- a) To ensure effective and efficient administrative systems are in place to support excellence in research, scholarship, teaching and enterprise.
 - b) To take steps to maintain and enhance the experience of all Loughborough students.
 - c) To direct the implementation of University policies in all areas of operation across the School and to ensure that these are effectively delivered and consistent with the School's and the University's requirements.
 - d) To ensure that University policies and procedures are effectively implemented within the School, feeding back to policy originators any concerns or difficulties that may arise.
 - e) To direct the implementation of University policies in the School in relation to issues of statutory compliance, for example: health, safety and environment, data protection, freedom of information, disability access, equity diversity and inclusion, wellbeing, export control, National Security and Investment Act, Carbon Action Plan and the University's financial regulations

- 6) Information Management
 - a) To collate and supply management information for the School and develop systems for monitoring progress against its Development and Business Plans.
- 7) Risk Management and Governance
 - a) To understand risks / issues within the School and contribute to the development, maintenance and regular review of a risk register.
 - b) To take actions to reduce and mitigate risk.
 - c) To contribute to the development and testing of the University's risk and crisis management plans which will be utilised in crisis situations or when serious unexpected events occur.
 - d) To ensure that the School adheres to the requirements of the University's Charter, Statutes and Regulations.
- 8) Other
 - a) To engage in professional level development which is consistent with the needs and aspirations of the post-holder, the School and the University.
 - b) To develop collaborative working relationships with other Heads of Operations and colleagues in central service functions.
 - c) To undertake such other duties as may be reasonably requested and that are commensurate with the nature and grade of the post.
 - d) To promote and support collaborative working relationships with other Schools and services in the operational management of, such as, the joint teaching facilities of STEMLab and DIGILab.

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 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 Dean of School.

Accountable to: Chief Operating Officer.

Responsible for: All professional support staff within the School.

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 performance development reviews and management of complex and difficult 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
	Development or enhancement of administrative systems involving other staff.	1, 3
	Experience of working in a confidential environment.	1
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
	Advanced ITC skills relevant to constructing and working with financial and information databases.	1, 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
	Concern for thoroughness and accuracy.	1, 2, 3
	Ability to adapt to, and function effectively within, different organisational structures.	1, 3
	Ability to delegate to get the best out of teams to create high performing teams	1, 3
Training	Willingness to undertake further training as required and to adapt to new procedures as and when required.	2
Qualifications	Educated to degree level or equivalent.	1
Other	Commitment to observing the University's Equality and Diversity policy at all times, with responsibility for ensuring compliance with equality and diversity legal duties within the School activities.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of general management role in a HE environment.	1, 3
	Understanding of marketing and promotional issues in HE.	1, 3
	Experience of external client/partner liaison.	
	Experience of financial modelling and forecasting.	1, 3
Skills and abilities	Experience of leading organisational change and working within a rapidly changing organisation.	1, 3
	High levels of personal resilience.	3
Qualifications	Post experience / 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, £57,696 - £64,914 per annum. Subject to annual pay award. There may be an option for a market supplement enhancement at a starting salary to be confirmed on offer of appointment.

The University's policy on market supplements can be found here [Market supplements | Human Resources | Loughborough University \(lboro.ac.uk\)](#)

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/>