

Head of Operations – London Campus

Job Ref: REQ240902

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 and Administrative Grade 8

Job Purpose

Lead the operational delivery of the School's strategy and oversight of its operational areas.

The role is based at the Loughborough University London campus on the Olympic Park in Stratford. As well as being flexible, visible and available on this campus, the role holder will be expected to travel regularly to the East Midlands campus for meetings with senior colleagues and networking with other Heads of Operations.

Job Duties

Leadership (London School)

- To be an integral member of London's SLT, supporting SLT colleagues and the Dean with the implementation of the School's objectives and Development Plan within the context of the University Strategy
- To ensure the School's primary academic functions are well-supported through the School's infrastructure, and that financial processes and other activities such as commercial enterprises are appropriately balanced with these core functions
- In the Dean's absence, to be responsible for the operation of the London campus

Leadership (University)

- Represent Loughborough University London on appropriate University committees, and to liaise, on behalf of Loughborough University London, with support sections of the University at a strategic level
- Play a leadership role, commensurate with the seniority of the grade, on a range of cross-cutting University initiatives.

People Management

- To lead, direct, and manage all London Professional Services staff within the School, promoting a culture of equity, diversity and inclusion and securing strong operating performance
- To develop, implement and monitor procedures and a working environment that will ensure the wellbeing and safety of all staff
- To be responsible for the general day-to-day management of the London campus Professional Services team - monitoring workloads and reviewing support systems and procedures; monitoring performance and

where necessary putting in place remedial action; identifying HR Issues and taking prompt action, referring serious cases to the Dean and HR Partner; managing flexible working, sickness and annual leave within the team to ensure cover is in place at all times

- To plan the development and implementation of succession planning within the Professional Services team. To embed collaborative working practices within the team and to facilitate new developments in anticipation of changing strategy and staff changes

Resource Management

- To assist the Dean in ensuring that the strategic and operational planning, management, and monitoring of Loughborough University London's finances are sound and that financial resources are deployed in line with the University's strategic aims and objectives
- To keep under review the School's organisational structures, resource allocation, and deployment and to make changes where necessary in pursuit of strategic aims and objectives
- Working with the SLT and the Finance Partner to develop the School's Annual Business Plan reflecting the School and University Strategy
- To assist the Dean in managing the annual operational budget of the School
- To assist the Dean in maintaining a transparent academic staff workload model, overseeing the collection of necessary data as appropriate
- To assist the Dean and to work with the Chief Financial Officer to contribute to the continuous review of University-wide finances
- Together with the relevant Head of Service in Loughborough, to procure and manage outsourced contracts for non-medical Student Services Provision (e.g. student accommodation contracts, counselling and wellbeing services), and Facilities Management contracts

Process Management

- To ensure effective and efficient administrative systems are in place to support excellence in research, scholarship, teaching and enterprise
- 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
- 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
- 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; equality, diversity and inclusion; and financial regulations
- To oversee the co-ordination of student admissions, the processing of applications and the review of recruitment procedures in conjunction with colleagues based in Loughborough. To take overall responsibility for the oversight of students on partnership programmes, different pathways such as part-time only, and executive education
- To oversee and quality control the production of data relating to academic misconduct in London, to advise the Secretary of the Minor (Academic Misconduct Committee) AMC and to work closely with colleagues on the Loughborough Major AMC
- To oversee the management of production of staff and student timetables, including the collation and submission of information within stated University timescales to colleagues in the Central Timetabling Office

- To act as the Loughborough University London contact for professional bodies in connection with matters such as accreditation. To manage and oversee the preparation and coordination processes relating to internal and external quality review and accreditation events. To oversee the updating of module and programme specifications as directed by the University
- To play a key role in the planning and delivery of London graduation ceremonies, working closely with the Loughborough Graduation Team
- To oversee the recruitment of external examiners for Loughborough London programmes

Information Management

- To oversee the production of management information and data in line with University procedures: maintenance of all student files; production and coordination of various reports (statistical analysis of various data, e.g. staff, student, research activities) for departmental use; managing the production of Postgraduate (Taught and Research) handbooks; liaison with external organisations where required
- To collate and supply management information for Loughborough University London and to develop systems for monitoring progress against its Development & Business Plans

Risk Management and Governance

- To understand risks / issues within the School and contribute to the development, maintenance and regular review of a risk register, taking appropriate actions to reduce and mitigate risk
- 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
- To ensure that the School adheres to the requirements of the University's Charter, Statutes and Regulations, arrangement of examinations and assessment for students with special requirements to ensure that all internal processes support and uphold University policy

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 always hold a duty and commitment to observing the University's Equality & Diversity policy and procedures. 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 Loughborough University London
 Accountable to the Deputy Chief Operating Officer and Chief Operating Officer
 Responsible for all London Professional Services staff

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 experience in a senior administrative or professional role, in Higher Education	1,3
	Experience of shaping and delivering organisational strategy	1,3
	Demonstrable experience of effective staff management	1,3
	Substantial experience of the UK education system.	1
Skills and abilities	Excellent oral and written communication skills, including the ability to communicate with clarity on complex and conceptual ideas to those with limited knowledge and understanding as well as to peers, using high level skills and a range of media	1,3
	A strong team player with the ability to lead and give direction	1,3
	Ability to work independently and as part of a team.	1,3
	High level analytical capability to facilitate conceptual thinking, innovation and management of change	1,3
	Ability to build relationships and collaborate with others, internally and externally	1,3
	Able to demonstrate professional judgement and diplomacy	1,3
Training	Willingness to undertake appropriate further training which will include teaching practice development and to adopt new procedures as and when required.	3
Qualifications	A strong educational profile up to and including a degree or equivalent in a relevant discipline.	1
Other	Commitment to observing the University's Equity, Diversity & Inclusion policies at all times.	

Desirable Criteria

Area	Criteria	Stage
Experience	Awareness of current issues impacting on the HE environment	1
	Experience and demonstrable achievement in Academic Administration and Student experience at PG T level	1,3
	Experience of the use of Databases	1,3
Skills and abilities	Effective in managing and motivating staff	1,3
Qualifications	Relevant Professional Qualifications	1

Conditions of Service

The position is Full time and open ended. Salary will be on Management and Administrative Grade 8.

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>.

Loughborough University London Staff are eligible to apply for an interest free season ticket loan and corporate gym membership.

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/>

Closing Date: Tuesday 22nd October 2024