

Head of Operations

Full-time (37 hrs per week); Open-ended contract

Job Ref: REQ251057

The **School of Sport Exercise and Health Sciences (SSEHS)** is a multi-disciplinary school committed to fostering a diverse and inclusive academic community. It upholds the highest standards of excellence in research, innovation, and pedagogy across the full spectrum of disciplines within sport, exercise, health and wellbeing.

Internationally recognised for its contribution to the study of sport, exercise and health, the school has wide-ranging expertise, encompassing such diverse areas as biomechanics, medicine, molecular and cellular biology, nutrition, pedagogy, psychology, physiology, sociology, economics and sport management.

The School is extremely proud to hold an [Athena Swan Silver Award](#) since 2013, recognising the commitment and work of the School in addressing gender inequalities in Science and to improving career progress for female academics. The School is committed to ensuring that female students and staff are able to achieve their full potential; and provides a flexible and open working culture to enable staff to maintain a work-life balance.

Job Description

Job Family & Grade: Management and Specialist Grade 8

Job Purpose:

The Head of Operations is a key member of the School Leadership Team, responsible for leading and integrating administrative, technical, and academic support for teaching and research. Working closely with the Dean, they help shape and implement the school's strategic vision, manage resources, and lead strategic projects. They oversee professional services teams, ensuring effective systems and structures support the school's development plans. The role also includes operational leadership of the National Centre for Sport and Exercise Medicine – East Midlands (NCSEM-EM) collaborating with external partners to align clinical, research, and educational initiatives.

As a pivotal figure in delivering the University's mission, the Head of Operations contributes to cross-institutional activities aligned with strategic goals. They report to the Dean, with accountability to the Deputy Chief Operating Officer.

Job Duties:

Leadership - School

1. Strategic Leadership

Actively contribute to the School Leadership Team (SLT), supporting the Dean in shaping and executing the School's strategic plan in alignment with the University's broader goals.

2. Strategic Projects and Investments

Provide oversight of school level strategic change programmes, ensuring alignment with school and university long-term projects and goals.

3. Equity, Diversity, Inclusion, and Wellbeing

Champion EDI and wellbeing initiatives across the School, working closely with the Dean and Associate Dean (EDI) to ensure measurable progress against related objectives.

4. Operational Leadership of National Centre for Sport and Exercise Medicine – East Midlands (NCSEM-

EM)

Lead the operational management of the National Centre for Sport and Exercise Medicine – East Midlands (NCSEM-EM), coordinating with external partners to integrate clinical, research, and educational activities.

Leadership - University

1. University Committees and Strategic Liaison

Represent the School on key University committees, acting as a strategic liaison with central support services to ensure the School's interests are effectively communicated and aligned with institutional priorities.

2. Heads of Operations Forum

Represent the school at the Heads of Operations meetings, chaired by the Deputy Chief Operating Officer, contributing to cross-School collaboration and sharing best practices.

3. Cross-Institutional Responsibilities

Undertake cross-University tasks and responsibilities as delegated by the Deputy Chief Operating Officer, supporting broader institutional initiatives and strategic objectives.

Staff Management

1. Leadership of Professional Services Staff

Lead, manage, and support professional services staff within the school, including chairing regular staff meetings and forums to ensure effective communication and collaboration.

2. Workplace Wellbeing and Safety

Develop, implement, and monitor policies and practices that promote a safe, supportive, and inclusive working environment for all staff.

3. Technical Staff Engagement

Support and manage technical staff through the Technician Commitment, focusing on recruitment, career development, and progression pathways tailored to this job family.

4. Performance and Development

Ensure all professional services staff participate in performance review and development activities. Collaborate with Human Resources to design, implement, and monitor tailored development programmes that support career growth and enhance team capability.

Resource Management

1. Strategic Financial Support

Support the Dean in strategic and operational planning, allocation, and monitoring of the school's budget, ensuring alignment with institutional priorities.

2. Business Planning

Collaborate with the School Leadership Team and the Finance Office to develop the school's annual business plan, integrating financial forecasts and strategic objectives.

3. Procurement and Budget Control

Establish and maintain robust procedures for procurement and budgetary control to ensure financial compliance and effective resource management.

4. Academic Workload Model

Assist the Dean in maintaining a transparent academic staff workload model, overseeing data collection in partnership with the School's Finance and Academic Support Manager.

5. University-Wide Financial Engagement

Work with the Dean and Director of Finance to contribute to the ongoing review and enhancement of university-wide financial strategies and practices.

6. Management Information and Monitoring

Compile and analyse management information for the School and develop systems to track progress against its Development and Business Plans.

Operational Effectiveness and Compliance

1. Administrative Excellence

Ensure that efficient and effective administrative systems are in place to support high-quality research, teaching, scholarship, and innovation across the School.

2. Policy Implementation and Statutory Compliance

Lead the implementation of University and School policies and procedures related to statutory compliance, including:

- Health, safety, and environmental regulations
- Data protection and freedom of information
- Disability access
- Equity, diversity, inclusion, and wellbeing
- Export control and the National Security and Investment Act
- Carbon Action Plan

3. University financial regulations

Ensure these policies are embedded in School operations and regularly reviewed for effectiveness and compliance.

Risk Management and Governance

1. School-Level Risk Oversight

Identify and address risks and issues within the school, contributing to the development and ongoing management of a comprehensive School risk register.

2. Crisis and Risk Planning

Support the development and testing of university-wide risk and crisis management plans, ensuring the School is prepared to respond effectively to serious incidents or unexpected events.

3. Governance Compliance

Ensure the School operates in full compliance with the University's Charter, Statutes, and Regulations, embedding governance standards into day-to-day operations.

Other

1. Continuous Professional Development

Engage in professional development activities that align with the evolving needs of the role, the School, and the wider University, ensuring ongoing growth and effectiveness.

2. Strategic Project Oversight

Provide leadership and oversight for school-level strategic projects, ensuring they progress effectively and are delivered successfully.

3. Cross-School Collaboration

Foster and support collaborative working relationships with other Heads of Operations, Schools, and University Services to share best practices and drive institutional improvement.

4. Additional Duties

Undertake other responsibilities as reasonably requested, provided they are appropriate to the nature and grade of the role.

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.

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 and structures.	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
	Financial and business modelling skills or an aptitude and willingness to develop in this area.	2, 3
	Advanced ITC skills relevant to constructing and working with financial and information databases.	3
	Independent working with an ability to meet deadlines.	3
	Complex high level analytical and problem-solving skills.	2, 3
	Planning and project management skills.	1, 3
	Attention to detail, thoroughness and accuracy.	1, 2, 3
	Effective delegation skills to create high performing teams.	3
	Ability to adapt to, and function effectively within, different organisational structures.	3
	Flexible, adaptable and agile with the ability to propose solutions to complex change projects.	1, 3
Training	Willingness to undertake further training and to adapt to new procedures as and when required.	2
Qualifications	Educated to degree level or equivalent experience.	1
Other	Commitment to observing the University's Equity and Diversity policy at all times, with responsibility for ensuring compliance with equity and diversity legal duties within the School activities.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of management in a HE environment.	1, 3
	Understanding of the current challenges facing the HE sector	1, 3
	Experience of external client/partner liaison.	1, 3
	Experience of financial modelling and forecasting.	3
Skills and abilities	Training in leading organisational change	1, 3
	Highly resilient and self-driven	3
Qualifications	Postgraduate management qualification or equivalent experience	1

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 Commitment to Equity, Diversity and Inclusion](#), ensuring that all duties are carried out in alignment with this

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

Organisational Responsibility:

Reports to: Dean of School

Accountable to: Deputy Chief Operating Officer

Responsible for: All Professional Services Staff within the school

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity 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 career.



We are proud to be a Race Equality Charter Member. The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the City of Sanctuary movement and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.