

OPERATIONS MANAGER

Job Ref: REQ260494

Job Description

Management and Specialist Grade 6

Job Purpose

As Operations Manager, you will work closely with the Head of Operations to lead a wide range of operational support activities which are crucial to the efficient and effective running of the School, ensuring compliance with University policies, regulations and legislation where relevant. You will manage the business operations team and the broad range of activities they cover including executive support, HR, finance, facilities management, health and safety, data and information security, and governance.

You will provide management information to support strategic decision-making and be expected to contribute to ongoing process reviews to increase efficiency within the School. Utilising excellent communication and collaboration skills, you will maintain strong working relationships with our key business partners from central professional service teams and work effectively with Heads of Department and Associate Deans within the School.

Job Duties

- Lead and motivate the School's operations team to ensure delivery of high-quality support. The service will include executive support, HR, finance, facilities management, health and safety, data and information security, and governance.
- Manage and oversee the School's people management functions in close partnership with HR colleagues, including staff contract management, staff recruitment, induction, probation including the NLP, staff development processes including fellowship and promotions processes, mandatory training and performance management processes.
- To implement, manage and maintain a robust and transparent process for recognition and reward, monitoring equity and transparency of distribution and initiating challenge where relevant.
- Engage with the Senior Finance Business Partner on a day-to-day basis to monitor the School's non-pay position; undertake financial approvals for all non-pay budgets within agreed limits; work closely with the Head of Operations in collating financial proposals as part of the University's Business Planning process.
- Support the fulfilment and ongoing development of the School EDI plan and Staff Survey action plans, supporting the Associate Deans as appropriate.
- Lead on all operational estates matters on behalf of the School, in close partnership with Estates and Facilities Management, resolving issues and providing project management support.
- To lead on the implementation of new IT systems that support the work of the Team and the delivery of School and University objectives.
- Lead on health and safety matters for the School including reviewing and updating the School's health & safety policy, developing and maintaining appropriate processes to support school activity in line with University requirements, monitoring the implementation of the School H&S plan and ensuring effective and efficient support of the School's health and safety committee.
- Act as the School's Data Champion, including managing 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.
- Maintain the School's Risk Register and Business Continuity Plan, ensuring that potential risks are reviewed and mitigations are actioned within School governance requirements.

- Ensure high-quality and efficient support for School-level committees and working groups, including ensuring timely circulation of agendas/papers, production of minutes/action records, proactive follow up of actions and accurate record keeping.
- To lead and contribute to a range of projects that will improve the experience of staff in the School and overall School performance.
- 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.
- To take the lead on ensuring that the School complies with University Regulations, all other University policies, procedures and guidelines, and relevant legislation.
- To undertake project work related to School-wide initiatives as requested by the Head of Operations.
- 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.
- Fully engage in the life of the School taking part in the organisation and running of events that enhance the School's profile.
- Deputise for the Head of Operations as required, including attending relevant meetings and leading operational initiatives.

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.

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 Head of Operations.
- Responsible for the Business Operations Team.

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 of leading an administrative and business support service within a complex organisation, including evidence of implementing service improvements	1, 3
	Experience of successfully motivating and managing a team and aligning day-to-day work and goals with local priorities	1, 3
	Experience of working collegiately to achieve strategic or operational aims	1, 3
Skills and abilities	Excellent communication skills, both written and verbal, including the ability to present complex information clearly to staff at all levels	1, 3
	Ability to assess and organise resources to progress work activities within required deadlines	1, 2
	Sophisticated problem-solving skills and the ability to implement appropriate solutions	1, 3
	Experience of interpreting and presenting complex data	1, 2
	Ability to learn independently and to master new areas of knowledge and skills rapidly	1
	Advanced IT skills including evidence of using technology to automate or streamline processes	1, 2
Training	Able to demonstrate a sustained commitment to personal and professional development, including within the field of team management/leadership	1
	Evidence of a willingness to adapt to new work requirements	1, 3
Qualifications	Educated to degree level (or equivalent experience)	1
Other	Demonstrate a commitment to creating a culture in which Equity Diversity and Inclusion is a cornerstone of everyday practice	1, 3
	Demonstrate commitment to participating in the life of the organisation e.g. participating or leading events outside of work area	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Understanding of higher education policy and operational environment	1, 3
	Experience of managing difficult staffing situations	1, 2, 3
Skills and abilities	Knowledge of University systems e.g. iTrent, Agresso or similar systems	1
	Understanding of the [relevant school subject areas here]	1, 3
Qualifications	Recognised management or administrative qualification	1
	IOSH Managing Safely	1

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

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 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.



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 themselves with a disability, provided they meet the essential criteria for a role. 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.