

THE POST

Post:	Director of College Operations (SSIS)
Reference No:	P48171
Managerial Report to:	Chief College Operations Officer with dotted line to Pro Vice-Chancellor (PVC) for the College
Responsible for	Matrix management of the College Professional Services Delivery team

Job Description

The Director of College Operations is a senior member of Professional Services staff and supports the delivery of their College's strategic plan. With an important role to play as a senior manager in the University, the Director of College Operations will represent their College on key institutional groups/committees. As a member of the College Executive Group they have shared responsibility for developing and delivering the strategic objectives of their College.

They act as a key relationship manager across the single PS team to ensure a focus on service delivery to its key customers/stakeholders; academic colleagues; students and external stakeholders. They will ensure that effective feedback from academic staff, students and external stakeholders is captured so that the quality of service delivery is exemplary.

The Director of College Operations holds overall responsibility for operational delivery in the College and is responsible for ensuring the delivery of effective support for the College's activities, working with professional services colleagues. Using a pro-active approach, the Director of College Operations develops entrepreneurial initiatives to maximise opportunities for generating revenue and raising the profile of the College.

The Director of College Operations plays a pivotal role in supporting the College PVC, Associate Deans and Heads of Department to ensure that the key University strategies and priorities for Education, Research, Innovation and External Engagement & Global 100 operate effectively through College strategies, structures and planning.

As the senior professional working with the College Executive, the Director of College Operations is integral to the success of their College. The role holder will have the opportunity to make a fundamental and lasting contribution to the College's academic goals, policies and achievements.

Main responsibilities:

Working closely with the PVC and executive team for the College:

1. To deliver College financial contributions, business plans, and to deliver corporately the University's overarching business plan and Strategic Objectives.
2. Accountable for writing, delivering and monitoring the College Strategy and sub strategies (education, research, external relations, industry, international) ensuring that these Strategies are aligned with the University's key strategic objectives.
3. To drive their Colleges through strong strategic and operational leadership of professional services, ensuring that professional services staff within the College (both directly managed and matrix managed) are effectively aligned to college strategies and objectives, with regular appraisal of performance, succession planning and given opportunities for development of skills and capabilities.
4. To provide clear priorities against which Professional Services Directorates can align their support and resources, holding them to account for delivery.
5. To deputise for the PVC and Associate Deans as appropriate.

Leadership & Partnership working

1. Is a member of the College Executive Group and maintains a daily working relationship with College executive team and other academic staff as necessary.
2. Directs a local delivery team of professional services staff through matrix management, developing and delivering high quality customer focused and cost efficient support service for the College.
3. Provides ad hoc support for Heads of Department in dealing with strategic and operational issues that cannot be resolved at departmental level.
4. Ensures on behalf of the College Executive that College interests are represented in relation to University strategies and represents the College, on various internal and external groups.
5. Actively contributes to the work of the University's Professional Services Leadership team.
6. Is involved in building and maintaining relationships with external bodies relevant to the College (e.g. professional bodies, partners, funding bodies, statutory organisations, other institutions, commercial partners, etc)
7. Maintains and develop strong networks with Directors of Professional Services and other senior PS managers to contribute to College planning and to support College agendas and priorities.
8. Works with the Director of College Services, other College Registrar's and the Pro-Vice-Chancellors to take forward cross-college agendas and projects.
9. Plays a key role in cultural leadership in changing the way in which we work. Displays partnership working across PS and with academic staff and students and other key stakeholders.

Planning & Resource Management

1. Leads on the business planning, resource allocation and resource management processes for the College, working closely with and co-creating the delivery of PS plans to support the College's plans. Overseeing the ways in which College budgets are set, managed and controlled.
2. Works as part of the executive team of the College to ensure that the College meets its strategic targets (including financial, research, student, staff, international and engagement) and has mechanisms to manage risk, monitor progress and address any shortcomings.
3. Has responsibility for establishing and maintaining effective quality assurance mechanisms to ensure effective feedback from academic staff, students and external stakeholders thereby ensuring that the quality of service delivery is exemplary.
4. Ensures financial sustainability across teaching and research in an increasingly constrained funding environment, including by making the case for the College's ability to invest strategically in academic priorities and income-generating activities.
5. Provides a pivotal role in aligning resources to key incomes streams, leading a commercial approach to their College business planning.
6. Project manages College activities to facilitate major service/operational changes e.g. restructures.
7. Takes a lead in managing the efficient use of College facilities, equipment and space across the University campuses, making equipment available to others and encouraging efficient space use.

Commercial focus

1. Develop entrepreneurial initiatives to maximise opportunities for generating revenue (high margin activity) and raising the profile of the college (particularly as part of the global 100 challenge).
2. Keeps keenly abreast of the external market place and ensure plans are in place to optimise opportunities and minimise risk.
3. Works in partnership within the senior professional team to ensure continuous business improvement, efficiency and value for money in our operations and use of systems.

Problem Solving & Decision Making

1. Provide leadership, advice and support to all levels of management and staff in the College on the College's and University's academic and general management policies, procedures and practices including their development.

2. Determine and meet College objectives and targets by solving problems of resource availability and allocation.
3. Identify areas for improved effectiveness and/or efficiency and how those will be achieved both within the College and, with other senior administrative managers as appropriate, across the University as a whole, for example in formulation of policies and implementation of projects.
4. Resolve problems or difficulties arising in relation to the College's interaction and relationships with external collaborators.
5. Establishes plans and priorities for Professional Services which set the parameters for decisions affecting their delivery, agree processes, procedures, and timescales.

Governance and Compliance

1. Working with senior University colleagues to develop and shape the structure and governance arrangements for the College, with a view to ensuring effective accountability and appropriate subsidiarity.
2. Works as part of the executive team of the College and University colleagues to support effective communications and consultation practices as part of staff engagement and cultural change and development.
3. Responsible for ensuring that activities taking place within the College meet the University's agreed standards for health and safety, business continuity and compliance, making certain that there are appropriate systems for the management and monitoring of risk assessment, training and reporting.
4. Accountable for ensuring that the conditions of UKVI accreditation /PREVENT/Information Compliance are met within the College.
5. Responsible for ensuring that proper regard is given within the College to the University's equality and diversity duties and policies, and advising on College level activity in this regard.

Person Specification

Competency	Essential	Desirable
Attainments and qualifications	Educated to degree level or equivalent professional qualification	Higher level (e.g. Masters or PhD) qualification
Prior experience	<p>Proven staff management and leadership experience and ability. This should include outstanding interpersonal skills including the ability to act with tact and discretion, to inspire confidence, to manage conflicting agendas, and to motivate staff and co-operate with colleagues in a team spirit, as well as the demonstrable ability to lead by example</p> <p>Experience of providing reports and management information. Able to undertake data analysis</p> <p>Significant experience of development of business plans and managing budgets.</p> <p>Experience of achieving a continuous improvement culture.</p> <p>Experience of designing processes, systems and services to meet a diverse range of needs</p> <p>Experience of delivering services in a commercial or business environment.</p> <p>Change Management experience</p>	Relevant experience in an HE environment.
Skills and understanding	<p>Strong intellectual capacity and reasoning.</p> <p>Excellent analytical skills, demonstrable agility and flexibility of thought, and the ability to approach complex scenarios with a logical,</p>	Knowledge and understanding of the key issues that promote success in an internationally competitive HE environment.

	<p>analytical and structured response, as well as the ability to see the bigger picture without losing sight of the detail.</p> <p>Strong diplomatic skills and good judgement, with the ability to manage multiple stakeholder groups, to influence and persuade, and to tolerate ambiguity in a complex environment</p> <p>Able to be innovative and to challenge constructively the status quo in order to achieve improvement</p> <p>Understanding and experience of developing and delivering an exceptional level of focus on customers and stakeholders</p> <p>Well- developed communication and negotiating skills. Able to engage effectively both internal and external stakeholders</p> <p>Able to take a creative approach to problem solving and responding flexibly to change</p> <p>Able to deliver to deadlines and to take responsibility and ownership of projects</p> <p>Able to work independently, using own initiative and discretion.</p> <p>Excellent IT skills- expert in using Microsoft Office suite of software</p> <p>Understanding of the UK framework for Higher Education</p> <p>Commitment to personal development and learning.</p>	<p>Understanding of budgetary management within an HE context</p> <p>An understanding of the support needs of academic disciplines and proven ability to organise appropriate means of meeting them.</p> <p>Understanding of the legislative context and framework within which a University works.</p>
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Informal Enquiries Before submitting an application you may wish to discuss this opportunity further by contacting Linda Peka, L.A.Peka@exeter.ac.uk, (01392 72 5221).

Terms & Conditions

Our Terms and Conditions of Employment can be viewed [here](#).

Further Information

Please see our [website](#) for further information on working at the University of Exeter.