



Job Title: Director of Operations
Grade: 10
Salary: Competitive
Department: College of Social Sciences, Arts & Humanities
Hours/Contract: Full-time and Permanent
Job Family: Management & Administration
Reference: 10258

Role Purpose

The post holder leads and directs the development and operation of all professional services in the College, ensuring that the services support the academic activities of the College effectively. The post holder is responsible for the delivery of all College strategic and operational planning, resource allocation, and financial management. The post holder is accountable for all the College’s risk management and business continuity planning frameworks.

As a member of the College Leadership Team, the post holder works in partnership with academic Board members to develop the teaching, research and enterprise strategies of the College, and is responsible for overall good governance of the College, ensuring that the College is working in line with University strategy and policy at all times.

As a member of the Registrar & Secretary’s Leadership Team, the post holder represents the College’s interests, ensures integration with wider University developments, and contributes at a strategic level to the development and operation of the University’s professional services.

The post holder leads strategic cross-cutting institutional development projects, working with internal and external stakeholders as required.

Resources Managed

The College has 5,800 students, with 377 teaching and/or research staff, and 92 professional service staff.

Main Duties and Responsibilities

1. College Leadership

- To be an integral part of the College leadership team supporting the delivery of the College’s strategic plan.
- To lead the strategic planning and formulation of policy within all operational areas of the College’s administration to ensure that the College is well placed to respond to external circumstances, changes in national policy, external scrutiny and to fluctuations in income sources.
- To lead and direct the implementation of University policies and ensure provision of appropriate resources in all areas of support operation across the College, including: academic administration, student admissions, estates and facilities management, human resources management, research and enterprise support and development, marketing and finance, and IT.





- To lead strategic change to ensure the optimal integration of College-based professional services with those based in other areas of Professional Services, to ensure a joined-up and efficient approach.
- To ensure that succession planning, talent management, leadership development, and career enhancement support is in place for professional service teams.

2. Operations Management

- To direct, lead and manage the operations of the multi-disciplinary teams of professional services staff in the College, ensuring effective support for academic priorities.
- To manage the overall performance and development of professional services staff, in collaboration with academic Heads of School.
- To develop strategic plans for professional services that are developed, designed and constructed to align with relevant developments across the broader professional services in the University.
- To instigate and facilitate continuous improvement of processes and procedure within the College and wider University, acting on the system to ensure improved service delivery to students and staff.
- To line manage senior professional services staff in the College, ensuring they are appropriately supported and developed.
- To manage formal student complaints and appeals as appropriate.

3. Strategy, Planning and Resources

- To ensure the effective delivery of all College strategic and operational planning processes, participating fully in Board level decision-making and providing high level policy advice to the Head of College and other senior academic officers.
- To lead construction of the College's financial plans.
- To manage budgetary control across the College and departments wherever budgets are allocated below College level.
- To ensure the College adopts appropriate business processes and procedures for all financial transactions (working with the College Accountant and other financial resources within and outside the College).

4. Project Management and Business Development

- To oversee support arrangements for external reviews by professional and statutory bodies relevant to the College's disciplines, as appropriate.
- To undertake strategic cross-cutting project management/leadership as required.





- To be responsible for ensuring that relationships are maintained with external bodies relevant to the College, as appropriate.
- To proactively help identify, develop and drive forward new academic initiatives/income generating activities as appropriate, facilitating negotiations and discussions with internal and external stakeholders.

Internal and External Relationships

- You will be required to build, maintain and manage multiple relationships internally, both within immediate teams and externally to the division.
- You will be capable of planning, leading and organising activities to facilitate major service/operational changes with College-wide impact.

Planning and Organising

- Develop and lead the implementation of strategies and plans for the area of responsibility, which support and take forward the university strategy.
- Contribute to debate on university strategy and policy.
- Lead major projects and initiatives which have significant resources and strategic impact.

Qualifications, Knowledge and Experience

Essential

- Significant experience of leading and developing large teams to ensure key targets are met with resource constraints
- Experience of translating strategy, into achievable and measurable operational outcomes*
- Experience of operational planning and resource management
- Experience of managing multiple, complex projects to successful outcomes*
- Experience of financial planning , managing/controlling budgets and resources*
- Demonstrable success of building relationships and partnerships with key influencers across a complex organisation*
- Experience of Initiating, implementing and managing change*
- Demonstrable understanding of the activities and objectives of the University as well as the wider context of the Higher Education sector and its policies
- Educated to degree level (or equivalent)

Skills, Abilities and Competencies

Essential

- Proven capabilities as a senior leader and manager, with a flexible and inclusive management style appropriate to the complexity and diversity of the University*





- A commitment to people development and the organisational values and behaviours that underpins the culture and value of the University
- Excellent negotiating and influencing skills
- Ability to think strategically and plan work over long-term timeframes
- Evidence of excellent communication skills including: *
 - o the ability to interact with all levels of staff
 - o the ability to establish and develop strong working relationships
 - o the ability to motivate and develop staff
- Excellent written* and oral communication skills, with the ability to present clear, well - structured reports and briefs

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

