

Job Title: Deputy College Operations Manager (new)

Grade: 7

Department: College of XXX

Hours/Contract: Full-time, permanent

Job Family: Management and Administration

Role Purpose

The Deputy College Operations Manager will support the effective operational management and delivery of services across all Schools within the College.

Working closely with the College Operations Manager, the post holder will coordinate day-to-day administrative and operational activities, ensuring consistent, high-quality support for academic and professional services teams.

The role includes supervising and developing professional services staff, supporting financial and resource management, and contributing to the implementation of operational plans and projects. The Deputy will act as a key point of contact for Schools on routine operational matters, ensuring compliance with University procedures and escalating issues appropriately.

This post provides an opportunity to take a leadership role within College Operations, contributing to continuous improvement, efficient service delivery, and the effective management of College resources.

Main Duties and Responsibilities	% Time
Operational leadership and planning - Coordinate and oversee day-to-day administrative operations across Schools to ensure consistent, high-quality, and responsive service delivery. - Develop and implement College operational plans, as directed by the College Operations Manager, ensuring alignment with institutional and College priorities. - Promote effective communication between academic and professional services teams to enable coordinated and efficient support for teaching, research and student activities. - Monitor and manage the use of workspace and facilities (non-laboratory) within the Schools, ensuring layouts and allocations support operational efficiency and staff wellbeing. - Identify and recommend opportunities for operational improvement and resource optimisation to the College Operations Manager, providing data or feedback to evidence impact. - Deputises for the College Operations Manager as required, ensuring continuity of operational leadership.	40
Operational delivery, compliance and service improvement Ensure the delivery of efficient, adaptable administrative services that meet School and College needs within agreed timescales and quality standards.	30



• Lead the effective management of Health & Safety, risk and compliance activities across Schools, ensuring required actions are completed, documentation is accurate and current, and issues are escalated to the Operations Manager. • Respond to day-to-day operational issues, incidents and urgent requests, ensuring service continuity and timely communication with relevant stakeholders. • Contribute to the maintenance and testing of Business Continuity arrangements, ensuring local procedures are followed and risks or service disruptions are identified and referred appropriately. • Lead and manage College financial reporting processes, acting as the primary liaison with central finance teams and providing independent analysis to inform decision-making. • Promote and embed the effective use of digital tools and administrative systems to improve service quality, efficiency and data accuracy.	
Team Management • Line manage and develop professional services staff to ensure the team has the skills, capacity and motivation to deliver high-quality services. • Lead recruitment, induction, performance management and development, ensuring all processes comply with University policy. • Support the deployment of staff to meet emerging operational pressures, ensuring appropriate cover during periods of high demand or unplanned service disruption. • Ensure effective onboarding, liaising with HR and IT to deliver timely access to systems and equipment. • Manage the College Gateway Reception and front-of-house services, ensuring appropriate cover and high-quality support for students, staff and visitors. • Provide operational cover for other staff roles when required to maintain service continuity.	30
Internal and External Relationships	
• Reports to the College Operations Manager and is part of the College Operations Management Team. • Line management of staff within the College Operations Team. • Works closely with Heads of School, academic leads and the Director of Operations. • Liaises with central services including HR, Finance, Estates, and IT. • Engages with partnership colleagues within and outside the University on operational matters. • Represents the College's professional services at internal and external meetings, ensuring issues are appropriately raised and acted upon. • Collaborates across the University to develop and implement improved processes and supporting systems.	



Planning and Organising

- Works under the direction of the College Operations Manager, exercising a high level of independence in day-to-day management.
- Plans and organises own workload and that of the team to meet the requirements of the academic and operational calendar.

Qualifications, Knowledge and Experience

Essential

- Degree or equivalent vocational experience, and/or substantial experience in similar or related roles.*
- Proven ability to communicate clearly and effectively with staff and stakeholders, including during project delivery or incident management.
- Evidence of experience in an administrative or management role, demonstrating effective people and project management.*
- Proven ability to lead operational projects and deliver measurable service improvements, particularly relating to non-laboratory Health & Safety and compliance.*
- Experience managing operations in a complex organisation, demonstrating professionalism and awareness of wider institutional priorities.*
- Evidence of supporting recruitment, onboarding and offboarding processes.
- Experience of administration and management in higher education.

Desirable

- Familiarity with corporate governance and Health & Safety requirements in higher education, and awareness of current sector issues.
- Knowledge of research council and higher education funding body requirements.
- Knowledge of financial management including an understanding of accounting processes and systems.
- Evidence of contributing to process and service improvements to enhance efficiency and the staff and student experience.

Skills, Abilities and Competencies

Essential

- Excellent written* and oral communication skills, with the ability to adapt style for different audiences.
- Proven ability to build and maintain effective working relationships, demonstrating tact, discretion and sound judgement.
- Ability to interpret and apply policies, procedures and regulatory requirements to ensure operational compliance.*
- Strong digital literacy, including the use of administrative systems, data management tools and standard office software, with the ability to analyse and present information effectively.*





- Excellent organisational and time-management skills, with a proven ability to prioritise and manage multiple tasks effectively.
- Demonstrated ability to work independently, exercising initiative and making sound operational decisions within defined parameters.
- Proven ability to prepare reports, recommendations or proposals to support operational planning and decision-making.*
- Evidence of resilience and adaptability, maintaining performance and composure under pressure.
- Commitment to equity, diversity, inclusion and sustainability, embedding these principles in all aspects of operational delivery.

****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 encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance.

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

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

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.

