

Job Description

Position:	Faculty Operations Manager
School:	Faculty of Engineering, Arts & Creative Technologies
Reference:	ENG -188/P
Grade:	Grade 7
Status:	Permanent
Hours:	Full-time
Reporting to:	Dean of Faculty

Main Function of the Position

- Support the day-to-day management of academic staff (to include staff records, workload allocation and planning) and resources across the Faculty.
- Work closely with central functional services (e.g. HR, Finance, IS&T, Academic Administration, Student Recruitment and Admissions) to ensure the effective and smooth running of Faculty related processes and structures
- To coordinate purchasing in line with allocated budgets
- Work closely with Heads/Operational leads within departments and schools within the Faculty

Principal Duties and Responsibilities:

1. Work closely with internal and external partners and stakeholders to ensure all projects work together to deliver the overall objectives of the Faculty and University
2. Produce and develop reports for boards and other relevant groups to keep them apprised on progress of the projects.
3. Ensure the smooth processing of faculty-level administration, implementing and managing administrative policies and systems to support the activities of the faculty, co-ordinating with functional central professional services as appropriate. Minuting meetings where appropriate.
4. To prepare detailed data reports to assist in planning at both subject and Faculty level.
5. Identify and improve processes via process improvement projects
6. Support workforce planning in relation to workload allocation and deployment, and the annual financial planning process
7. Contribute to internal and external quality assurance processes including preparation for Ofsted visits
8. Main day-to-day point of contact for central professional services within the Faculty utilising all corporate systems, business intelligence applications and understanding all the MI/data requirements within the Faculty

9. Driving and monitoring the achievement of individual and team objectives through PR, coaching and training and other mechanisms
10. In collaboration with HR, support all recruitment across the Faculty including the management of contracts for consultancy, secondments and part-time hourly paid staff and casual workers and liaison with external partners as required.
11. Establish effective working relationships with professional services including Finance, IS&T, HR, Facilities, Admissions and Recruitment, Marketing, Academic Administration and Quality Enhancement and Facilities to ensure consistency of practise and operational delivery
12. Coordinate and liaise with partners as appropriate to ensure stakeholder/student needs and expectations are met and that time and resources are used effectively.
13. Working with the Dean co-ordinate all administrative, technical and financial matters within the Faculty
14. Prepare partnerships proposals and applications and contracts as directed by the Dean of Faculty
15. Contribute to building and maintaining excellent working relations with key individuals/groups across the local regional and national bodies and internal/external stakeholders.
16. Ensures availability of data and information to inform relevant Faculty internal and external returns.
17. Management and co-ordination of Faculty events/functions e.g. external visits, Ofsted visits, conferences etc.
18. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with corporate and statutory requirements
19. Prepare papers for Faculty and institution wide use, using specialist knowledge and skills
20. Contribute to and assist in appropriate pre-entry, recruitment, selection and admissions activities (including Open Days/Industry and Partner Visits) to promote the Faculty and identify Faculty/student needs and expectations. Manage and coordinate student events ensuring appropriate use of time and resources.
21. On behalf of the Dean lead for non-technical Health and Safety in the faculty, working as appropriate with relevant stakeholders
22. Interact on a professional level with relevant internal and external professional bodies to ensure currency of knowledge, relevancy and accreditations.
23. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
24. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with the statutory and corporate requirements.
25. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note:

This is a description of the position requirements, as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the position holder.

Please note this is an evolving role and the need to travel cross site, regionally and nationally are essential requirements for this role.

Person Specification

Position:	Faculty Operations Manager	Reference:	
Faculty:	Faculty of Engineering Arts and Creative Technologys	Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	Honours degree or equivalent relevant qualification/experience in a relevant subject area	1	CV / Expression of Interest / Documentation
1 b)	Relevant postgraduate qualification, or equivalent experience	2	CV / Expression of Interest / Documentation
2	Skills / Knowledge		
2 a)	Able to successfully and effectively provide operational support and direction as appropriate	1	CV / Expression of Interest / Interview
2 b)	Credible experience of working effectively across organisational professional boundaries	1	CV / Expression of Interest / Interview
2 c)	Credible operational and administrative skills able to work effectively to tight deadlines and competing demands	1	CV / Expression of Interest / Interview / Assessment
2 d)	Ability and experience in operating systems and processes to enhance quality and learning excellence	1	CV / Expression of Interest / Interview
2 e)	Competent in the application of IT systems and capable of utilising IT with respect to the requirements of the role	1	CV / Expression of Interest / Interview
2 f)	Excellent interpersonal skills. Able to liaise with colleagues and other stakeholders and to contribute to staff development	1	CV / Expression of Interest / Interview / Assessment
2 g)	Proven decision making and problem-solving skills providing creative solutions that impact positively on the business	1	CV / Expression of Interest / Interview
2 h)	Knowledge and understanding of academic and/or organisations and their processes (e.g. schools, etc.)	1	CV / Expression of Interest / Interview
2 i)	Experience of managing budgets in line with corporate and statutory requirements	1	CV / Expression of Interest / Interview
2 j)	Credible written and oral communication skills and the ability to influence and persuade people at all levels and to exchange complex concepts in a manner appropriate to the audience	1	CV / Expression of Interest / Interview / Assessment
2 k)	Able to interact effectively with a range of stakeholders including staff at all levels, students and external bodies	1	CV / Expression of Interest / Interview

Position:	Faculty Operations Manager	Reference:	
Faculty:	School of Education & Psychology	Priority	
Criteria		(1/2)	Method of Assessment
3 Experience			
3 a)	Experience and knowledge of HR and/or Finance processes and practices to ensure the business of the faculty works correctly	1	CV / Expression of Interest / Interview
3 b)	Relevant experience in working within an academic or equivalent environment	1	CV / Expression of Interest / Interview
3 c)	Experience of recording student data and dealing with contracts for partner organisations such as schools	1	CV / Expression of Interest / Interview
3 d)	Experience in developing successful partnership arrangements with industrial, and education providers	2	CV / Expression of Interest / Interview
4 Personal Qualities			
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working	1	Interview
4 c)	Able to work individually and under own initiative and to lead and manage projects and motivate others to reach agreed objectives/deadlines	1	Interview
4 d)	Able to demonstrate sensitivity in dealing with colleagues/partners and stakeholders from different cultural backgrounds	1	Interview
4 e)	Able to successfully network with local/national employers and organisations	1	Interview
5 Other			
5 a)	Able to work flexibly in order to meet the needs of the service and to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles and requirements of Health and Safety, the Data Protection Act/ Freedom of Information Act, the Bribery Act and UKVI, Prevent	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to work flexibly and remotely and travel as appropriate in order to meet the needs of the service	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required